

# Protect your investment

Increase productivity. Reduce cost. Boost uptime.



Parts, Service and Support

**HYCAST**<sup>®</sup>

By  Hydro

# Support plan

Choose your service level

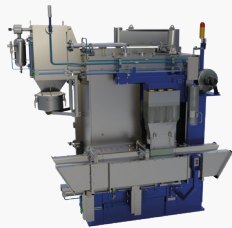
	Basic	Premium
Best practice Sharepoint	✓	✓
Priority Email support < 24h response time (Mon – Fri)	✓	✓
Priority telephone support (Hotline) 07:00 – 15:00 CET (Mon – Fri)	✓	✓
Priority telephone support (Hotline) 15:00 – 22:00 CET workdays and 07:00 – 22:00 CET weekends		✓
Priority remote support – VPN*** < 24h response time (Mon – Fri)	✓	✓
Priority onsite support – working days	< 10	< 3
2 day yearly onsite service visit – Tailor made for customer		✓
Technical review with status report**		✓
4 months additional guarantee of new equipment*		✓

\* Support Plan must be purchased latest 3 months after Take Over

\*\* Combined with yearly onsite visit

\*\*\* Where VPN solution is implemented

## SIR



### Yearly Service – 2 days

- Status report
- Training
- Troubleshooting
- Optimizing

## Billet Casting



### Yearly Service – 2 days

- Status report
- Training
- Troubleshooting
- Optimizing

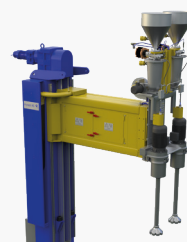
## Slab Casting



### Yearly Service – 2 days

- Status report
- Training
- Troubleshooting
- Optimizing

## RAM



### Yearly Service – 2 days

- Status report
- Training
- Troubleshooting
- Optimizing

### Contact us:

Service and troubleshooting: [Hycast.service@hydro.com](mailto:Hycast.service@hydro.com)

Spare and consumable parts: [Hycast.spareparts@hydro.com](mailto:Hycast.spareparts@hydro.com)

Projects and new equipment: [Hycast@hydro.com](mailto:Hycast@hydro.com)

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