



Pon Power BV

Ketelweg 20

3356 LE
Papendrecht

Subject

Date

10-11-2022

From

Telephone

Service Rates and Conditions Remote Assistance (RA) 2022

Conditions:

Remote Assistance offers direct access to a Pon Power Engineer that can offer you remote technical support. This support can be trouble shooting, technical assistance during maintenance work or any other technical support that you need. Pon Power has dedicated Remote Assistance software available which is our preferred way of working. For this an internet connection and mobile device (phone, tablet or laptop) is needed.

Service rates

Hourly rate Remote Assistance Support: € 99,50

Need to know more ?

Please check our website at <https://www.pon-cat.com/nl/services/power/remote-assistance>
Contact your account manager to get a quote, learn more or arrange access to RA

Remote Assistance is currently in its pilot phase. Therefore availability can be limited and conditions are subject to change.

Disclaimer. Remote Assistance offers advice based on the information provided by the customer and knowledge and experience of the Pon Power Engineer. However the customer remains responsible for the execution of the advice onboard / onsite. This includes taking safety measures according to industry-standards and communicating when it is unclear what to do.