

1. General

In addition to the general terms and conditions of sale and delivery, the following applies to the Gleason Connect remote support:

As part of its global service support, Gleason provides its Gleason Connect remote diagnostics service for both warranty and non-warranty equipment. This service is included in selected service programs and contracts and can also be purchased individually on a flat rate or hourly basis per machine. For pricing information, please contact us directly.

2. Scope of Services

Use of the Gleason Remote Service System: Gleason Remote Service offers the following access and action possibilities:

- Remote control: The remote control allows access to the applications and operation system of the machines' control computer.
- It assists the machine operator in the event of operating and input faults.
- Remote diagnostics: Faults that lie within the access area of the control computer can be detected with the help of remote diagnosis. This includes parts of the NC, PLC, operator interface and operating system of the operator interface. Includes Gleason Fingerprint software when available.
- Remote administration: Remote administration allows the removal of faults, updating of part modules in the NC, PLC and operator interface, adjustment and updating of configurations and adjustment of network configurations.
- Data transfer: Data transfer allows the exchange of data files. This includes operating system files, application data for the operator interface, NC and PLC as well as NC programs and Customer-related data.

Remote services are carried out by qualified Gleason Remote Engineers, keeping available current Customer software and sufficient computer capacity in the Gleason Service Center. Keeping available Customer software relates to the released serial versions. Intermediate or previous versions are not included.

Gleason provides Remote Services during normal working hours, i.e. Monday to Friday from 8.00 a.m. to 5.00 p.m. in selected locations. Machine software updates are subject to separate charge.

Please note that the execution location, remote service location, and equipment installation location may be different. In such cases, the time of the remote service execution location is relevant.

3. Requirements for Remote Services

Connection with the Ethernet-Connection or Modem supplied with the Gleason machine is carried out at the same time as the installation of the machine on the buyers premises.

The following requirements have to be fulfilled by the buyer:

- A telephone connection via a telephone socket with analog interface or an Ethernet Connection (VPN/Port) within the installation area of the machine.
- The telephone connection must be a direct-dial connection and offer direct dial possibilities outwards.
- The telephone connection must be authorized for international calls if required.
- The Customer must employ trained personnel.

A Remote Service session is made considerably easier if an independent telephone line is available between the machine operator and the Gleason Service Center in addition to the Ethernet-Connection or Modem connection (second telephone connection, mobile phone). The buyer must provide Gleason with a detailed description of the fault by telephone or in writing so that Gleason can decide whether Remote Service is possible.

4. Safety

An important factor when using the Remote Services connection via the Ethernet/Internet network or public telephone is that it's secured against illegal or unauthorized access.

The buyer only activates the Remote Services software after contacting Gleason because of a fault in compliance or under other circumstances. Remote Services will be provided by authorized Gleason personnel only. A user code, a password and/or a modem number are required in order to be able to establish a Remote Service connection between the Gleason Service Center and the Customer's machine. The buyer is not allowed to alter the settings of the Remote Service software.

5. Costs

The cost of remote service is included in higher level (Silver or Gold) service programs and the contract fee (Service Level Advanced and Professional) or is subject to separate individual charges, which may be requested from Gleason at any time. Remote service is free during the warranty period of the equipment. Local call charges are the responsibility of the purchaser.

6. Charge for service work on Customer's premises

Irrespectively from the annual fee of the Remote Services or Service Level Agreement or Service Contract, additional service fees for on-site dispatch may arise in case the error cannot be fixed remotely. These service calls will be charged separately. Service invoices are due for payment net immediately upon receipt. Value added tax if applicable, will be charged at the current rate.

7. Amendments

Gleason reserves the right to change these terms at any time, with reasonable notice to Active Purchasers.

By placing an order our remote service offered by Gleason, the purchaser agrees to be bound by these additional Terms.