

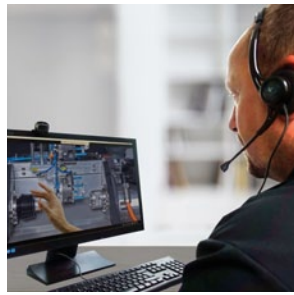


Distance STEP

VIRTUAL REPAIR & MAINTENANCE SUPPORT



Immediate access to Satisloh's Knowledge base



Real-time Satisloh expert support



Satisloh Assisted Reality Headset screen close-up

Satisloh's newest technical support offering, Distance STEP, gives subscribers remote access to company experts for on-demand help – reducing the need for on-site technician visits.

Distance STEP is an annual contract for all actively supported Satisloh machines in your lab.

Using Distance STEP assisted reality technology, your employee communicates and interacts in real-time with a Satisloh professional who guides them through maintenance or repair procedures – as if they were together in your lab. Your operator gets the immediate feedback and information they need, solving problems quickly – reducing machine downtime and improving productivity.

BENEFITS

- Be served with top priority by the Satisloh technical team in real-time.
- Connect directly with Satisloh's engineers to evaluate and guide your lab operators in real-time.
- Get expert answers to all of your questions and find the underlying causes, quickly and efficiently.
- Schedule and record maintenance for all your lab equipment and peripherals with MES-360 Maintenance Manager App.
- Access to machine and process related technical information, continuously updated by our experts.
- Access to SafeLab Guidelines developed in cooperation with leading cross-contamination expert, Dr. Peter Papadacos from the University of Rochester, to keep your employees and customers safe.

PACKAGE INCLUDES

Services

- Priority one remote technical support*

Hardware

- Satisloh Assisted Reality Headset (by RealWear).
- Satisloh Technical Knowledge Base Tablet.
- Satisloh Distance Support Centre- storage and charging station.

Software

- MES-360 Maintenance Manager App
- Machine firmware updates

Content

- Satisloh Technical Knowledge Base, with maintenance tips, troubleshooting instructions and videos
- SafeLab Guidelines digital booklet

*Live support subject to each region's regular business hours. Satisloh Knowledge Base accessible 24/7.

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