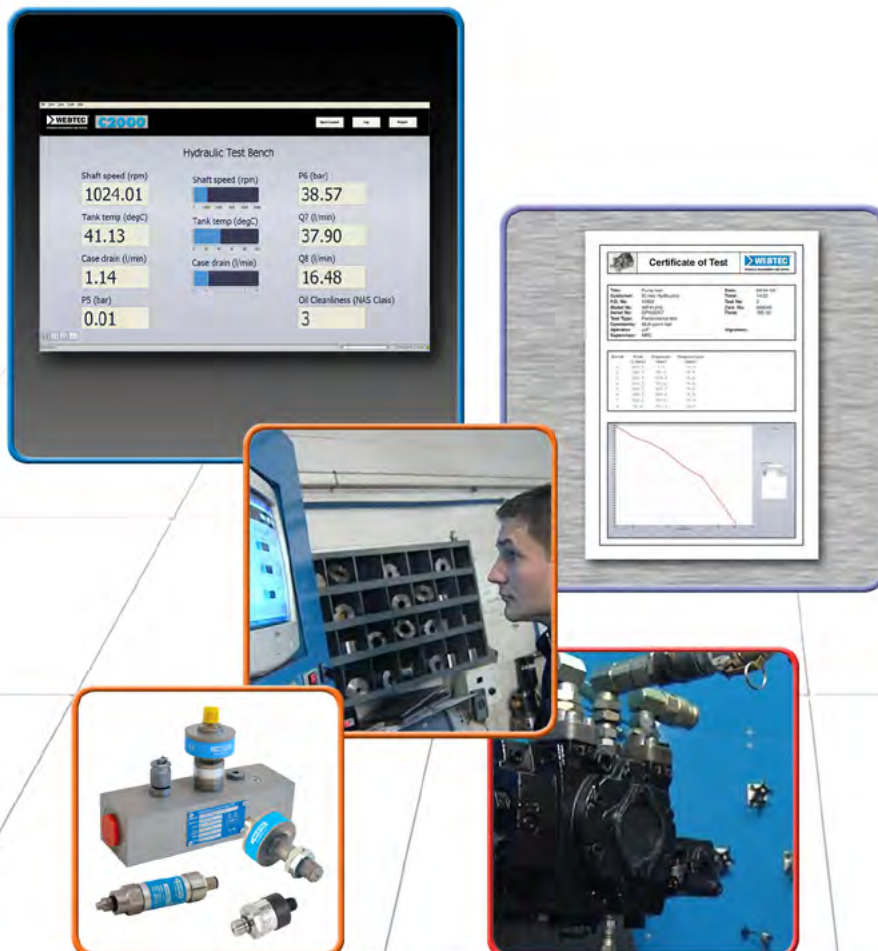# C2000

Annual Service Support Agreement

Make it **BLUE**®

The Webtec C2000 is a complete instrumentation, display, logging, storage and reporting solution tailored to the needs of the client. The system interface runs on Microsoft Windows™ and allows the test stand operator to produce a test certificate at a push of a button.

The C2000 hydraulic data acquisition system is designed for use on hydraulic test benches, for example for testing hydraulic pumps and motors. The C2000 has been carefully designed with ease-of-use and reliability in mind, as Webtec recognises that for many customers their hydraulic test stand and its instrumentation is a critical resource.

C2000 Annual Service Support Agreement

From the day your C2000 is commissioned you get 12 months of technical support for free. When this period comes to an end you will no longer be eligible for free in-depth technical support by telephone, email or web by one of our trained C2000 specialists. If you purchase C2000 annual service support you are entitled, for a period of 12 months from date of order, to:

- Priority Support via telephone, email or TeamViewer. Available in multiple time zones and languages.
- Up to six hours of free C2000 training via MSTeams, ideal for training new users.
- Priority access to replacement C2000 hardware in the event of a critical failure (The Support Agreement does not cover the cost of these parts but the priority access to them.).
- Free access to a Recovery Image in the event of a critical Hard Drive failure (Available for systems manufactured after October 2014).

Price

The C2000 annual service support agreement is charged at a fixed rate per C2000 system and is not subject to discount. Please contact sales office for your annual service support agreement.

Emergency Repair Charge

In the event you need to access emergency technical support for the C2000, but no longer have an active annual service support agreement, you will need to pay an emergency repair charge equal to one year's annual service support fee, in addition to purchasing the annual service support agreement.

What is TeamViewer?

TeamViewer is a IT platform that allows a Webtec C2000 Support Engineer to take control of your C2000 Computer remotely from anywhere to help you diagnose faults or train new personnel.

TeamViewer is secured by end-to-end encryption and the connection is only permitted when you give the one-time generated password to the Webtec C2000 Support Engineer.

If your C2000 Computer was delivered without TeamViewer installed, it can be downloaded from:
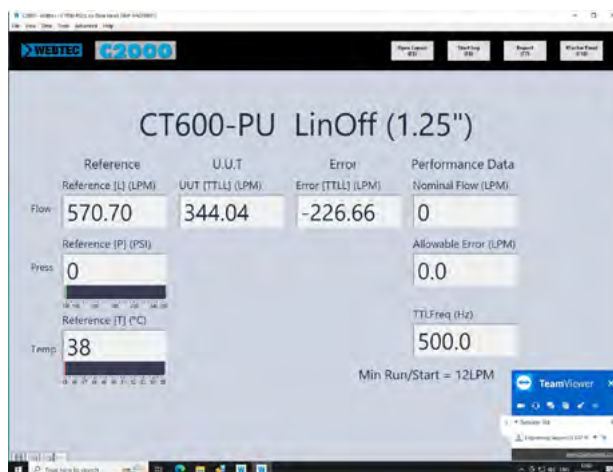https://get.teamviewer.com/webteccustomersupport

Steps to establish a connection:
1. Open TeamViewer on the C2000 PC and make a note of the ID and Password.

2. Give the ID and Password to the Webtec C2000 Support Engineer.
3. The Webtec C2000 Support Engineer will now have control of the C2000 Computer.

Webtec reserve the right to make improvements and changes to the specification without notice