

# Hotline & maintenance contract services

	Hotline		Maintenance Contract	
	Classic	Premium	Classic	Premium
<b>Service times</b>	Monday – Friday 8 am – 6 pm	Monday – Friday 8 am – 10 pm	Monday – Friday 8 am – 6 pm	Monday – Friday 8 am – 10 pm
<b>Telephone support</b>	✓	✓	✓	✓
<b>Prioritized support with direct contact person without a ticket system</b>	✓	✓	✓	✓
<b>Remote support* via remote maintenance</b>	✓	✓	✓	✓
<b>Free MESSERSCHMITT software updates as required, at the latest every two years</b>		✓	✓	✓
<b>Free spare parts package (once-off)</b>			✓	✓
<b>Database management with backup</b>			✓	✓
<b>Free system check on site once a year**</b>			✓	✓
<b>Free follow-up training for system and software users once a year**</b>				✓
<b>20 % discount on spare parts, excl. consumables (access media &amp; batteries)</b>				✓
<b>Weekend support available</b>		Premium+	Classic+	Premium+

\*Remote support: the prerequisite is that the hotel sets up and provides remote maintenance access. Error messages by email to: [hotline@messerschmitt.com](mailto:hotline@messerschmitt.com)

\*\*System check & follow-up training: this does not include services (e.g. repairs, system changes), spare parts, or travel expenses. These are billed separately according to actual expenses incurred.