

Remote Service

Waygate Technologies is committed to the success of our customers and we offer a range of Service Agreements to meet your needs.

The expert is at your side - because it's crucial that your machines work efficiently and with the highest uptimes.

As the world's leading non-destructive testing (NDT) solution provider, Waygate Technologies is known for delivering high-quality innovative solutions to the industry.

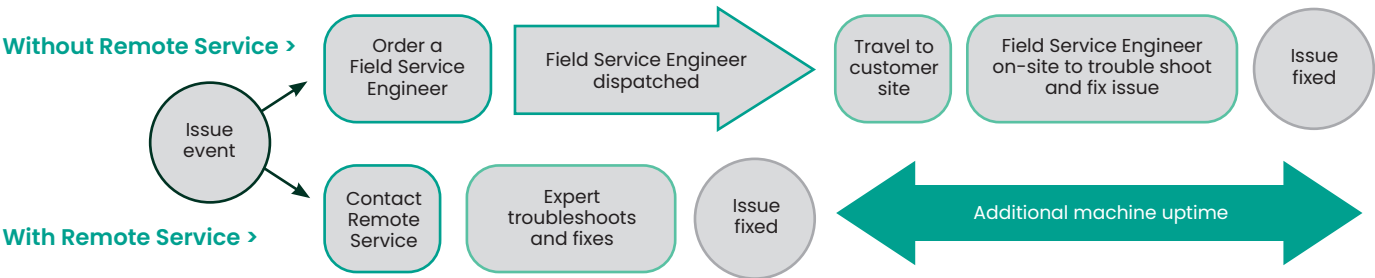
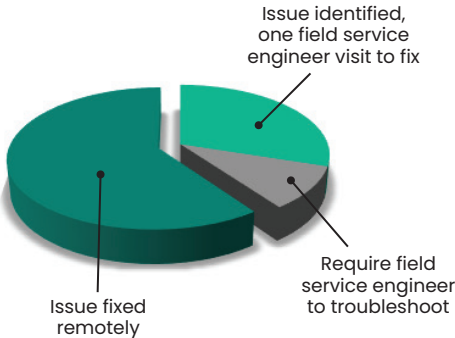
Waygate Technologies offers a variety of services to enhance the benefits of our industrial technologies so you can operate them with confidence knowing that your units are backed by industry experts.

Our Remote Service team can be easily reached by phone or email. They respond to every inquiry within 2, 4 or 12 working hours per service agreement guidelines.

In case an on-site intervention is required, a Waygate Technologies Field Service Engineer can be dispatched armed with input from the Remote Service Experts so they know what the problem is and what parts may be required to expedite repair and minimize downtime.

Remote Service for improved inspection productivity

With remote troubleshooting, we can diagnose symptoms and determine a timely solution. In fact, more than 50% of the cases are fixed remotely. This helps to avoid service visits and increases uptime, getting you back online faster.



RSA Service Levels

(RSA = Remote Service Agreement)

	Essential	Advanced	Premium
Experts availability >	8 x 5	8 x 5	8 x 5
Experts call back >	12 working hours	4 working hours	2 working hours

Your benefits, your choice:

All 3 levels include 10 hours of support and are valid for 12 months.

Waygate Technologies offers Supporting Service Agreements (SSAs) which include an extended Remote Service package of 15 hours and additional services.

If you have no RSA or SSA and require reactive support, you have the option to order Basic Remote Service of 4 hours or on-site Field Service Support.



Have a technical question or issue?



Call or email to contact expert team.

35 Remote Experts available around the globe



Experts troubleshoot remotely.

More than 50% of cases are fixed remotely



Issues are solved.

If required, Field Service Engineers can be dispatched



Waygate Technologies Global Remote Service Team

Email: RemoteService@bakerhughes.com

Or call your local number:

Australia	+61 2 8031 8144
Brazil	+55 11 3958 0098
China	+86 400 818 1099
France	+33 272 249901
Germany	+49 2233 601 333
India	+91 000 800 9190 261
Mexico	+52 33 4624 1875
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UK	+44 845 601 5771
USA	+1 866 243 2638
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