AutoLink Remote Service

**Maintain your factory automation systems properly and help prevent unnecessary and costly downtime.**

- Troubleshooting and diagnostics via modem or internet
- Software program modifications
- Program backup
- Premium telephone support

**AUTOLINK SERVICES INCLUDE**

- PLC program modifications
- PC based control system program changes
- HMI program changes
- Software program backups
- Premium phone support
- Make program changes
- Upload new programs
- Update firmware
- Collect data
- Monitor system status

Simply call us any time you need expert service and advice. Call as often as you need. It’s like having a field service engineer available in moments.

The Premium Phone Support portion of the program is designed to provide answers to customers with questions or who need help troubleshooting. Whether you need help installing, configuring or maintaining equipment, diagnosing and fixing operational problems, or performing basic programming tasks, our Phone Support Program provides the resources and the answers to keep your manufacturing and industrial automation equipment up and running.
Premium Phone Support Includes:

- Control system diagnostics and troubleshooting
- Questions related to system operation
- Programming or software questions
- Operational or procedural questions
- Assistance with electrical drawings, spares or components