



Hotline & support  
BlueNet series

Service hotline

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Our service for your  
BlueNet products

**BACH  
MANN**

**BSG**

# High availability

Structuring, controlling and monitoring supplies in detail: you use BlueNet for high availability, smart planning and low-resource operation of your data centre.

The BACHMANN Systems service team makes sure your products deliver the best they can at all times.

Our service packages ensure that your BlueNet system is quickly back up to speed should anything go wrong.

A support hotline and remote access when we are open mean you are always in safe hands.



## Our basic service package

- Open 8 x 5 on working days
- Service hotline
- Remote maintenance
- Free hardware replacement within 72 hours
- NBD (Next Business Day) response
- 3-year warranty extension for hardware
- Work needed to rectify faults is charged on a time and material basis

Service Level Agreement	Basic	On request	
		Expert	Premium
Hotline Mon - Thu 8 am - 5 pm Fri 8 am - 4 pm	x	x	x
Open 8*5	x	x	
Open 24*7			x
3-year warranty extension for hardware	x	x	x
Software updates	x	x	x
Response within 4 hours			x
NBD (Next Business Day) response	x		
SD (Same Day) response		x	x
NBD restoration			x
Free advance hardware replacement	x	x	x
Work charged on a time and material basis	x	x	