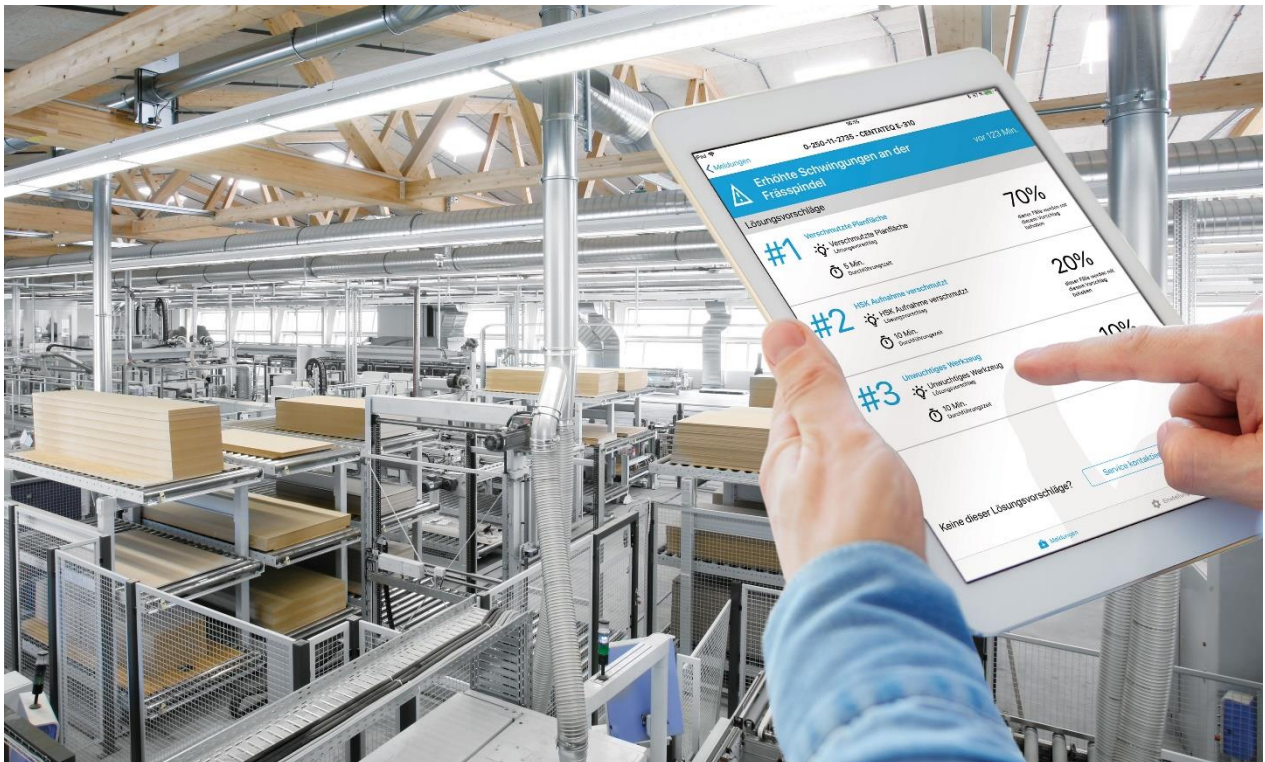


serviceAssist Fast. Preventive. Helpful.

serviceAssist offers you help to help yourself with preventive solutions.



A HOMAG App



serviceAssist | PRICING

Price
(excluding VAT) **20 EUROS**

Licence For 1 month and 1 machine^{1,2}

Renewal automatically

Users unlimited

Notice period 3 days ahead of renewal

Additional packages -

serviceAssist | REQUIREMENTS

Mobile Devices iOS 12.0 or later / Android 6.0 or later

Internet access recommendation 6000 KBit/s

Machines

Available for the following series
(condition: machine is connected to tapio):

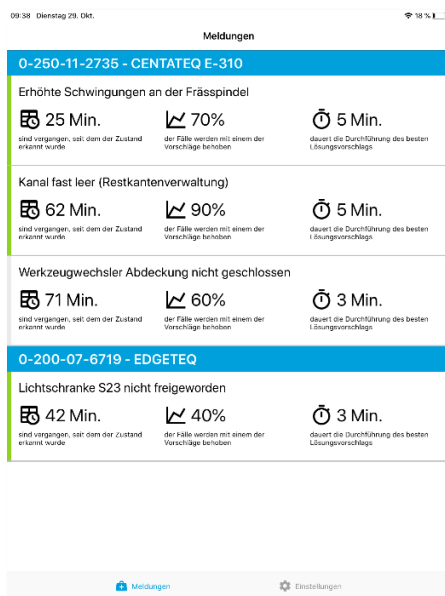
- EDGESEQ S-380 (KDF6**, KDN6**)
- SAWSEQ B-300 (HPP300)
- SAWSEQ B-400 (HPP400)
- SAWSEQ B-500 (HPP500)
- CENTATEQ P-300 (BMG311, BMG312)
- CENTATEQ P-310 (BMG310)
- CENTATEQ P-500 (BMG511, BMG512)
- CENTATEQ P-600 (BMG611)
- CENTATEQ S-800 (BMB811, BMB812, BMB813)
- CENTATEQ S-900 (BMB923, BMB924, BMB925)
- CABSEQ T-200 (MDE120, MDE160)
- PAQSEQ C-250 (VKS200, VKS250)
- ROBSEQ (RKT100)
- STORESEQ S-200 (TLF212)
- WALLSEQ M-120 (WMS060)

¹ Availability varies according to machine type

² Machines that are connected to tapio

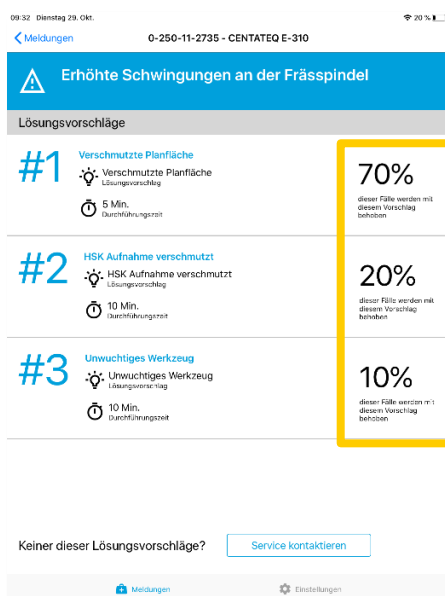
With the serviceAssist app, we offer our customers help to help themselves and thus the possibility to prevent or repair machine malfunctions in many cases.

As soon as serviceAssist detects unusual changes to the machine or a malfunction occurs, the machine operator receives a short information via push notification. In the app, the operator can then have suitable and proven solutions displayed – with information on the execution time and probability of success. The app draws on a large pool of experience and information.

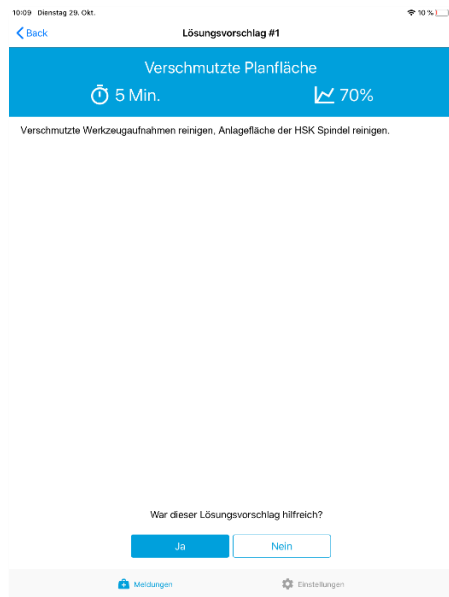


Listing of all messages per machine with the following information:

- Time of message
- Probability of success
- Implementation period
- Highlighting solved cases



Proposed solutions for the selected message are sorted according to the probability of success.

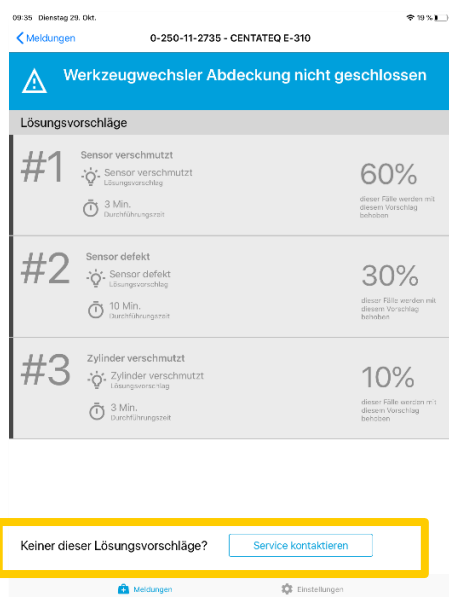


Each proposed solution contains instructions for eliminating the change/malfunction.

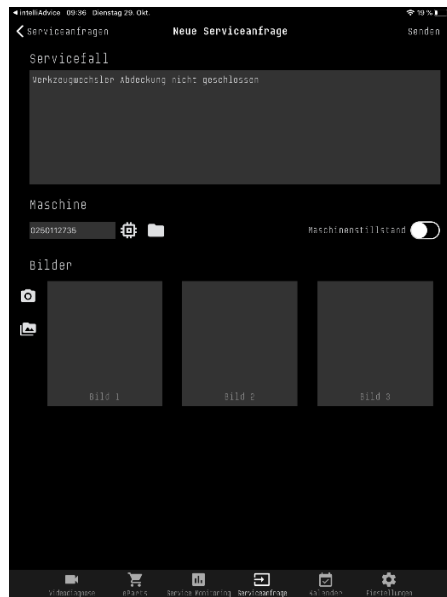
The user has then the possibility to evaluate whether the suggested solution was helpful.



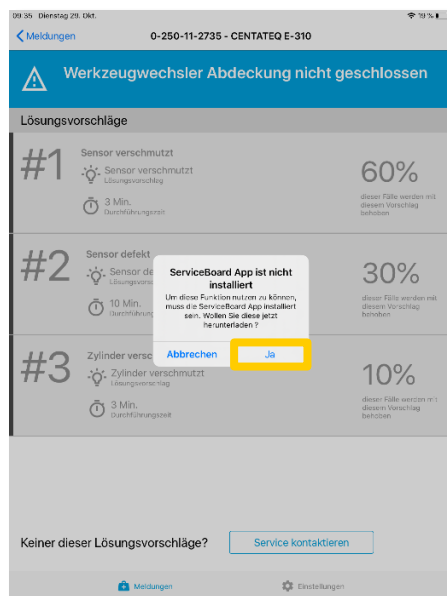
The proposals that led to the solution are marked green on the side. In return, the solution suggestions that were not helpful are highlighted in grey. This gives you a permanent clear overview of the suggested solutions.



If no suggested solution is helpful, you have the possibility to contact the service directly.



If you use the ServiceBoard app, a new service request with all necessary information will be created automatically.



If you have not installed the ServiceBoard App, you will receive a notice. You can download the app from the Apple App Store.

serviceAssist | **ACTIVATION PROCESS**

- 1 Register your enterprise on www.tapio.one
- 2 Add your machines to your subscription (so long tapio ready). The connection of tapio ready machines with tapio is automated (free-of-charge service).

"tapio readiness" and possible updates can be checked with the machine supplier.
- 3 Add your colleagues as users to your account.
- 4 Open the tapio shop and subscribe to serviceAssist.
- 5 Assign your machines to serviceAssist and select your users.
- 6 Switch to your mobile devices and download the serviceAssist app.



- 7 Log in to the serviceAssist app with your account data.

[You can find all video tutorials here](#)

serviceAssist | **SUPPORT**

Phone +49 7443 13-6000

E-Mail softwaresupport@homag.com

Availability Monday to Friday from 8 a.m. to 5 p.m.