Support and Maintenance Services

Spares Management

Applied Integration UK can offer several spares management services, ranging from onsite spares, offering peace of mind, fast access to onsite hardware, minimising any disruption to your site, return to base and Applied Integration will send a replacement within an agreed allotted timeframe minimising site downtime.

Email Support

Applied Integration UK can provide email technical support. This service provides support with any problems experienced with your automation systems. Applied Integration will respond to emails within an agreed timescale, our technical team are there to assist evaluating and diagnosing any problems from the information received.

Telephone and Video Link Support

Applied Integration UK provide telephone and/or video link support where technology permits.
This service provides support with any problem experienced with the automation system. Applied Integration UK technical team will assist evaluating and diagnosing any automation problems. Telephone and video link support response will be within an agreed timescale.

Remote Software Updates

Remote software update support, where available, enables Applied Integration UK engineers to provide over the air updates to the systems including enhancements, new features, bug fixes and remedial work quickly and effectively without the need to make a site visit.

System Performance Monitoring (Condition Monitoring)

Applied Integration UK have the ability to monitor the equipment remotely and will make the client aware of any potential issues if informed by the system

Engineer Call Out (Response time dependent on region)

Should an issue require an engineer to attend site for a failure or issue that cannot be addressed via email or telephone support this service guarantees the availability of the relevant engineers to investigate and execute any repairs required following system problems.

Call out Response Times are dependent on package

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