

## Pfaff Automation support hotline

+43 664 8575080  
support@z-automation.com

Language: English or German

Operator or maintenance assistance gets charged with € 48 per quarter hour, warranty related troubleshooting is free of charge.

(Note: Only the current version in „www.z-automation.com/.../downloads/“ is valid)

### Monday to Friday 16/17-5 \*)

UTC (Universal Time Coordinated)	6 a.m. – 10/11 p.m.	Winter / Summer
EST (North America: Eastern Standard Time / UTC-4)	2 a.m. - 6/7 p.m.	
CST (North America: Central Standard Time / UTC-5)	1 a.m. - 5/6 p.m.	
MST (North America: Mountain Standard time / UTC-6)	12 a.m. - 4/5 p.m.	
PST (North America: Pacific Standard Time / UTC-7)	11 p.m. - 3/4 p.m.	
MEZ Winter (UTC+1)	07:00 - 23:00	Winter
MEZ Summer (daylight saving time) (UTC+2)	07:00 - 24:00	Summer
CST (China Standard Time / UTC+8)	2 p.m. – 6/7 a.m.	Winter / Summer

\*) On December 24, 25, 26 and 31 and January 1 the support hotline is not available.

### Support levels

no action required	0	} Customer action before support hotline call
Monitoring	1	
Operator action	2	
Maintenance technician action	3	
Superuser (best skills, best knowledge) action	4	
(spare) part change	5	
Change parameters or change mechanical setup	6	
<b>z-automation support hotline</b> phone or online support (HMI - Human Machine Interface - only)	7	
<b>z-automation</b> online PLC support (HMI & PLC monitoring)	8	
<b>z-automation</b> change PLC program or configuration of equipment	9	
<b>z-automation</b> on site need (mechanical, electrical, software issues)	10	