



z-automation support hotline

+43 5572 7272-711
support@z-automation.com

Language: English or German

Operator or maintenance assistance gets charged with € 33 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)

EST (North America: Eastern Standard Time / UTC-4)

CST (North America: Central Standard Time / UTC-5)

MST (North America: Mountain Standard time / UTC-6)

PST (North America: Pacific Standard Time / UTC-7)

MEZ Winter (UTC+1)

MEZ Summer (daylight saving time) (UTC+2)

CST (China Standard Time / UTC+8)

6 a.m. – 10/11 p.m.	Winter/summer
2 a.m. - 6/7 p.m.	
1 a.m. - 5/6 p.m.	
12 a.m. - 4/5 p.m.	
11 p.m. - 3/4 p.m.	
07:00 - 23:00	Winter
07:00 - 24:00	Summer
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

Monitoring

Operator action

Maintenance technician action

Superuser (best skills, best knowledge) action

(spare) part change

Change parameters or change mechanical setup

z-automation support hotline

phone or online support (HMI - Human Machine Interface - only)

z-automation

online PLC support (HMI & PLC monitoring)

z-automation

change PLC program or configuration of equipment

z-automation

on site need (mechanical, electrical, software issues)

0	} Customer action before support hotline call
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	