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FlowLink Technical Support

(Part Number TS7000)

FlowLink Technical Support is a machine tool option available from FLOW designed to minimize the time necessary to service your waterjet and potentially reduce downtime and service costs. At your request, a FLOW technical service representative can link to your waterjet machine in order to perform remote diagnostics and troubleshooting prior to on-site service. FlowLink can be used to investigate problems related to programs, system configuration, waterjet parameters, and beyond. Some problems can be solved without a service visit, saving you downtime and money. FlowLink is supplied with the following hardware and software:

- Software Bundle
- Modem (v.90/DVSD)

Requirements of User:

- Standard analog phone line available at the location of the machine (phone line must not go through the customer's PBX phone system).
- Access to a separate, additional phone line for live communication between the machine tool user and FLOW technical support while service is being performed to ensure the safety of the user.

Features

- Remote interactive technical support
- Data over a standard phone line
- No internet service provider needed
- Modem is built into machine

Benefits

- Increases machine accessibility
- Reduces maintenance cost and downtime
- Speeds machine servicing

Terms

FlowLink Technical Support is free of charge for 1 year from machine installation in the customer's facility. After this time the user has the option to purchase a yearly service contract from FLOW for \$800/year (no charge for FLOW Advantage™ members). FlowLink Technical Support is available 8:00 a.m. until 5:00 p.m. EST Monday through Friday. Terms, pricing, and content of the FlowLink Technical Support are subject to change without notice.