

The Service+ app can be used for any Schenck balancing machine – regardless of its year of manufacture.

## Smart, flexible and easy to use

New Schenck RoTec service app for users of balancing technology systems

**Darmstadt, April 2018 – Schenck RoTec offers users of balancing systems a new Service+ app. Machine operators, maintenance staff and technicians now have a powerful mobile tool with a range of smart features and functions that helps them eliminate faults faster – or even prevent them altogether.**

A smartphone, tablet or office PC plus Internet access – that's all users need to contact the Schenck RoTec service team via the app. After a quick registration, customers are promptly able to manage many service-related issues relating to their balancing machines.

It's even easier for new machines: here, the Service+ app is used to scan the QR code on the label, and the machine data is directly transmitted.

The app's multi-channel mode enables independent offline work. Further features facilitate the easy creation of routine inquiries regarding maintenance appointments or the availability of spare parts. The app even has video chat capabilities.

The entire functional range of Schenck RoTec's new Service+ app is designed to better identify technical malfunctions or operating errors, thus allowing them to be eliminated more rapidly. Users receive a mobile, flexible service tool they can use to significantly improve all balancing machine support – conveniently, easily and with minimum effort!

### **The benefits of the Service+ app at a glance:**

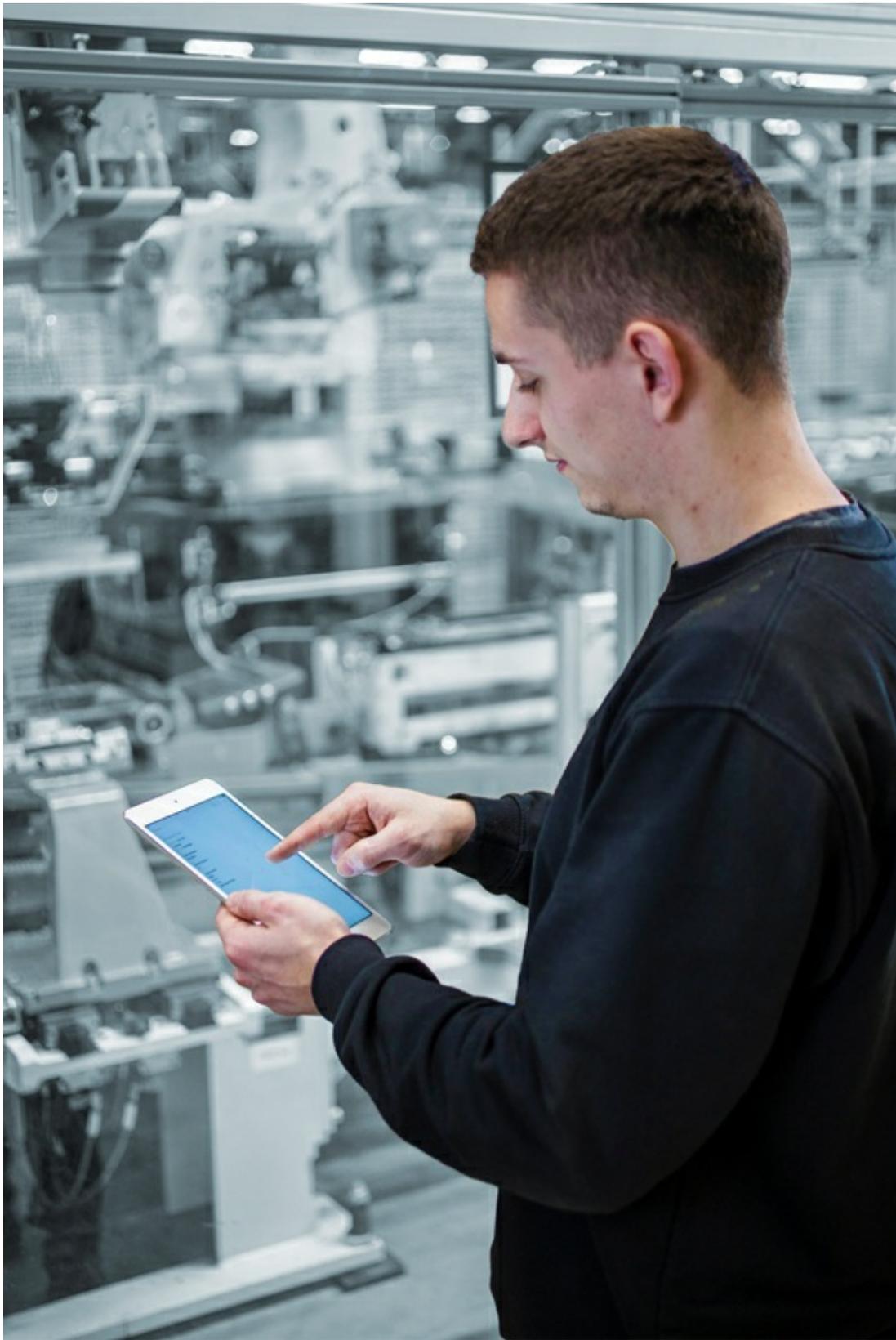
It makes it easier to contact the service team.

It reduces response times, facilitates component identification and supports error analysis.

It can be used for any Schenck RotoTec balancing machine, regardless of its year of manufacture. It enables spare parts requests to be transmitted quickly and faults to be eliminated faster in many cases.



Thanks to the Service+ app, machine operators, maintenance staff and technicians can better manage their balancing systems and minimize unscheduled downtime.



Mobile working directly at the machine facilitates a fast response.



The Service+ app with direct access to the Schenck RoTec helpdesk speeds up troubleshooting.



Service requests are easy to create.

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