



# AFTERSALES BROCHURE

*E-CIG, VAPE, HTP &  
CANNABIS PRODUCTS*



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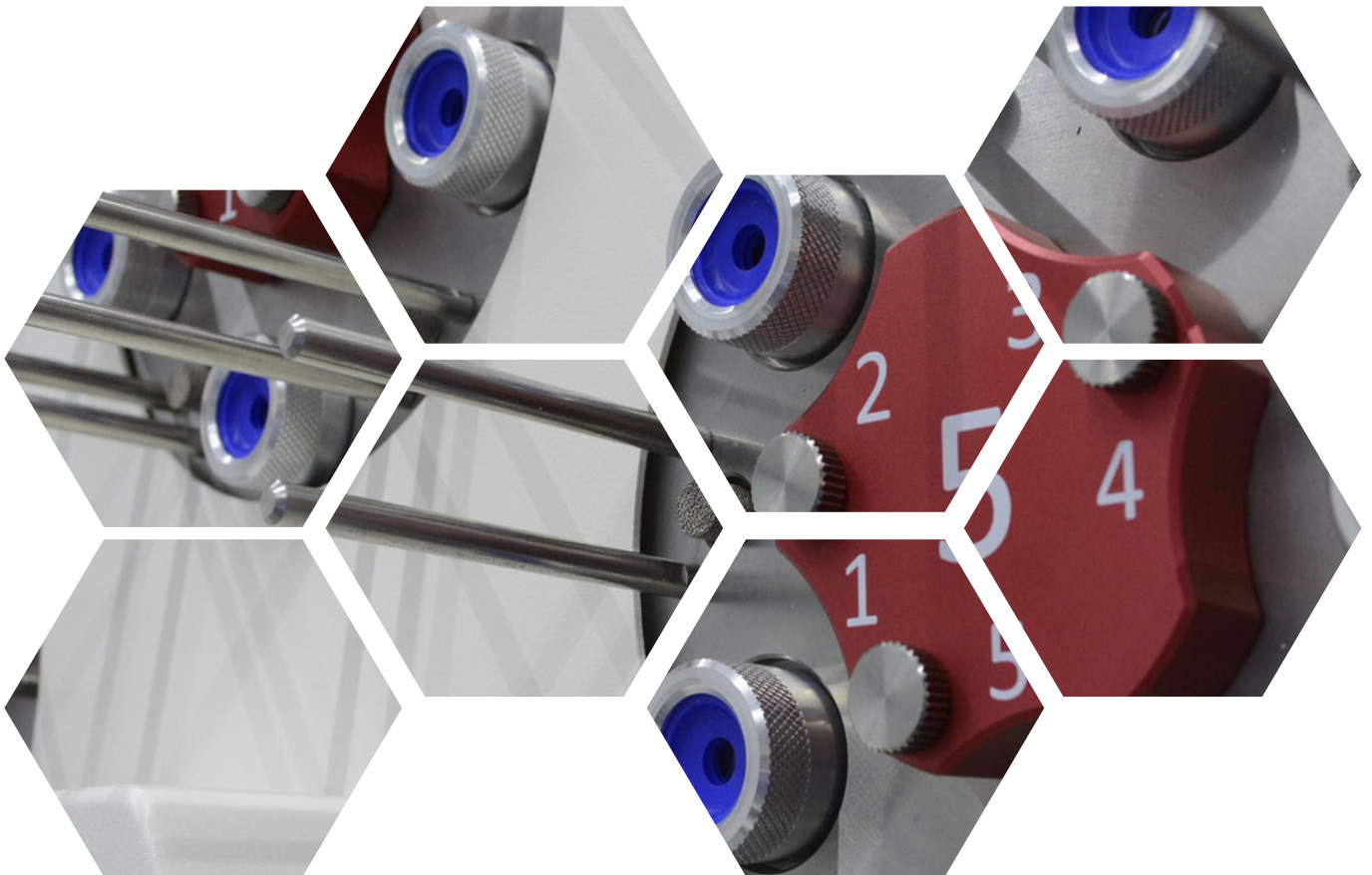
Overview of  
Cerulean Services

## COMPANY OVERVIEW

For more than 75 years, Cerulean has been synonymous with the supply of precision test and measurement equipment solutions. We manufacture and supply vaping and HTP aerosol generation machines for use in laboratories across the world.

Cerulean's success is built on positive customer partnerships and the ability to create industry centered products of both quality and relevance. Continually releasing new devices and innovative solutions, Cerulean is positioned at the forefront of technology and industry requirements, ensuring that the solutions of tomorrow are always developed with customers' needs in mind.

Cerulean is part of Coesia, a group of innovation based industrial solution companies operating globally, with headquarters in Bologna, Italy.



## Introduction

Cerulean is a world leader in the design and manufacture of special machines used to create and capture aerosols for chemical analysis under controlled conditions.

For optimal operation, these machines require an array of mechanical and electronic accessories, spares kits and general consumables. In addition, developments in the industry are continuously driving innovation of Cerulean machines thus resulting in a growing range of upgrades and new ancillary products.

This brochure is a compilation of aftersales products for use with Cerulean's Heated Tobacco Product (HTP) and vaping machines.\*

## Cerulean Aftersales

Cerulean's worldwide team is devoted to delivering excellent aftersales support with service engineers in all corners of the globe managed by regional service managers located strategically close to your locations.

Please contact our service team if you require assistance with any of the following:

- Initial setup such as site survey, installation, commissioning, warranty extension or machine qualification
- Routine maintenance such as hardware and software support including service contracts and remote assistance.
- Overhaul including upgrading or customisation, onsite or base repair, upgrades, retrofits, re-qualification or calibration.
- Technical support and product training.

*\*Current up to September 2023*

## E-CIG, HTP, VAPE & CANNABIS PRODUCT RANGE

Whether you manufacture HTP or vape products, Cerulean has the right solution for your process. Cerulean range includes the world renowned CETI8, SM450e and the more recent SM450NGP, Chimera, CETI1, CETI5 and CETI CF for continuous flow aerosol generation used in inhalation toxicology studies.

Heated Tobacco Products or “HTP” are devices that heat specially designed tobacco sticks, often called “heat sticks” or “heat-not-burn” sticks, to produce an aerosol that is inhaled by the user. Unlike traditional cigarettes, which burn tobacco to release smoke, HTPs heat the tobacco at lower temperatures.

Vape products, on the other hand, refer to electronic cigarettes or e-cigarettes. These devices are battery-powered and work by heating a liquid solution, often called (Cannabis) e-liquid or vape juice, to produce the aerosol. The e-liquid typically contains nicotine, flavourings, Propylene Glycol (PG), and /or Vegetable Glycerine (VG), and sometimes water. Vape devices come in various shapes and sizes, but they generally consist of battery, an atomizer, and a cartridge or tank to hold the e-liquid.

The **CETI1** provides one port for testing one e-cigarette/vape, one cannabis vape, or one HTP device, and is compliant with ISO20768:2018. The CETI1 allows the user to program a puffing regime for establishing delivery from various vape and HTP devices.



The **CETI5** is an entry level 5 port Continuous Aerosol Generator (CAG) for testing electronic cigarettes/vape, cannabis vapes, or HTP devices. It allows the user to program a puffing regime. The user can select puff shape, volume, duration, interval, and overlap period to deliver a continuous aerosol for analysis or exposure. Angled vaping is standard on the CETI5.





The **CETI8** is an eight port machine for testing between one and eight devices and is fully compliant with ISO20768:2018. The CETI8 allows the user to program a puffing regime for establishing delivery from various e-cigarette devices.

The **CETI CF** (Continuous Flow) is a sophisticated five port machine for testing electronic cigarette/vape or HTP devices and is compliant with ISO20768:2018. It is purposely designed to run as a Continuous Aerosol Generator (CAG) device through use of the dual piston pump situated at the heart of the machine.



The **SM450e** is a 20-channel vaping machine specifically designed for e-cigarette and HTP applications and is compliant with ISO20768:2018. Equipped with twenty 210ml puff engines, it enables users to seamlessly configure four different regimes at a given time, controlled in banks of five channels

The **SM450 NGP** is a 20-channel linear smoking machine fitted with twenty 210ml puff engines that are adapted for next-generation product use and are compliant with ISO20768.



The **Chimera** is the whole life continuous vapour generator for use with new generation products for regulatory and cell culture exposure studies. The machine has 30 channels and is designed for toxicologists by toxicologists, the Chimera can be configured to create continuous vapour for any stage of the e-cigarette life.





## Upgrades

Upgrades are designed to improve the capabilities or performance of your Cerulean equipment. A machine upgrade can be a cost effective means of improving laboratory capability without the expense of a whole new machine.

Every upgrade has been designed to increase the longevity of your equipment by supporting new applications or by mitigating against critical component or software obsolescence. In most cases, the upgrade also provides improvements to standard features, new functionality, or easier serviceability.

Cerulean machine upgrades provide an opportunity for you to update your machine giving it a new lease of life which can include the following benefits:

- Improved data records through digitization
- Improved productivity with reduced down time
- Increased analytical capability for next generation products

## Accessories

Cerulean defines accessories as products that are sold either with new machines or as after-sales to be fitted on your existing machines.

Accessories can vary depending on the type of machine and its intended purpose. For example, these can include test and calibration tools, adapters to enable new customer products to be tested on Cerulean machines, electronic hardware, cables, etc.

It is important to note that some accessories are critical for the performance of certain applications.

# CETI RANGE UPGRADES



*Actual product image may differ*

## End-Point Detection

Cerulean’s integrated End-point Detection System (EDS) is specifically designed for research and quality assurance on e-cigarettes and Heated Tobacco Products (HTPs). It monitors and records aerosol opacity on a puff-by-puff basis in real-time, triggering an alarm when the vapour opacity drops below a threshold set by the user.

Product	Stock code
CETI1	93281
CETI5	93282
CETI8	93287

## GLP

GLP (“Good Laboratory Practice”) is a term coined by the US FDA which refers to guidelines and regulations meant to ensure some categories of consumer products follow quality and safety processes.

The GLP package includes

- IQ (installation qualification)
- OQ (operational qualification)
- PQ (performance qualification)



*Requires service visit*

Product	Description	Stock code
CETI8	CETI8 GLP	13769
CETI8	CETI8 with EDS GLP	13899
CETI CF	CETI CF GLP	13999

## CETI Heater Jacket

The CETI Heater Jacket has been exclusively designed for R&D applications; it was developed for volatilizing high viscosity liquids that are difficult to vape, and thus analyse. The heater jacket is a chamber into which cannabis or e-cigarette vape pens can be inserted and works by heating the viscous liquid to approx 50 °C, keeping it in liquid phase.



can be inserted and works by heating the viscous liquid to approx 50 °C, keeping it in liquid phase.

Product	Stock code
CETI1 (1 Heater Jacket)	MF0091
CETI5 (5 Heater Jackets)	MF0090
CETI8 (8 Heater Jackets)	MF0089



Stock code: MF0082

## CETI8 Enclosure

The CETI8 enclosure is a solution devised by Cerulean to protect users from rogue emissions generated during experiments on cannabis vapes, Heated Tobacco Products (HTPs) and other similar devices. The enclosure covers only the operational portion of the machine leaving the user interface exposed to optimise use of the HMI and controls, allowing easy access to analytical areas.

## Analysers

Cerulean offers a range of CO and NOx analysers that can be offered for the complete range of Cerulean smoking and vaping machines.



Product	Description	Stock code
CETI8	CO Analyser	On request
CETI8	NOx Analyser	99322

# CETI RANGE UPGRADES



*Actual product image may differ*

## Electrostatic Precipitator Trap (ETS)

The ETS provides the means to collect particulate matter and condensate from aerosols. Electrostatic trapping is the preferred method for collecting trace levels of heavy metals. In the case of the CETI CF, although there are 5 ports in use the aerosol is aggregated so only a single electrostatic trap is needed.

Product	Description	Stock code
CETI8	ETS (8 channels)	99310
CETI CF	ETS (single channel)	99259

## Button Activation

Cerulean offers a push button activation kit which can be used with or without the angled vaping kit. Cerulean's button activation kit allows users to define a delay between the time the button is pressed and the vape is taken, ranging from 0 to 5 seconds. This delay can be configured to meet specific testing needs.



*Actual product image may differ*

Product	Stock code
CETI1 & CETI8	MF0062
CETI5	On request

## Windows PC Field Upgrade Kit

Customers with earlier versions (Windows 7) of the application software can now upgrade to the latest software running on a Windows

10 platform. This is a field upgrade kit, consisting of hardware and software to enable users to benefit from recent Cerulean innovations and Microsoft's latest security features. **Windows 10 Upgrade kit for CETI8 stock code: 93946**



## 21 CFR Part 11

The 21CFR is a software package that is required for work on projects that fall under the jurisdiction of the FDA. It provides audit functions, secure data capture and storage as well as other elements needed for laboratory wide implementation of 21 CFR part11 compliant processes.

# 21CFR

Product	Description	Stock code
CETI8	21 CFR Part 11 (Windows 10)	93798
CETI8	21 CFR Part 11 (Windows 7)	93797
CETI CF	21 CFR Part 11 (Windows 10)	On request



## Aerosol Temperature Measurement System

The Aerosol Temperature Measurement System (ATMS) is specifically designed for laboratory applications to enable measurement of the temperature of aerosols generated from e-cigarettes and HTPs. It monitors and records aerosol temperature on a puff-by-puff basis in real-time.

Description	Stock code
ATMS - 1 Channel	99530
ATMS - 5 Channel	99528
ATMS - 8 Channel	99527



# CETI RANGE ACCESSORIES



Stock code: 99459

## VFA450RH

The VFA450RH is a smoking & vaping accessory which is normally employed when records of puff profiles are required, it can also be used as a secondary measurement device for puff volumes. Available for the complete CETI range.

## Angled Vaping Kit

The angled vaping kit is normally fitted to machines to allow users to hold products at varying angles. The kit offers the possibility to vape at several positions from vertical up to vertical down. More specifically, it enables devices to be held at any 15 degree interval from +90 to -90 with respect to the horizontal position.



Product	Description	Stock code
CETI8	Angled Vaping Assembly for button activation	91621
CETI8	Angled Vaping Assembly for no button	91631

## Bubble Sticks

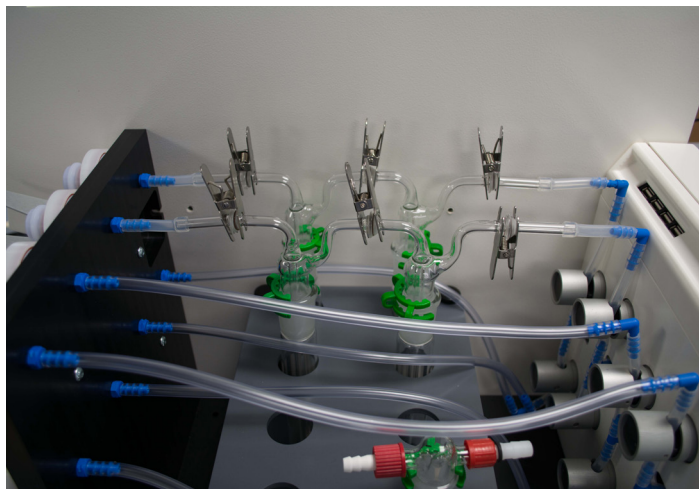
Volumetric burettes are used to verify puff volumes for ISO smoking and are easily connected to Cerulean smoking and vaping machines. The operator produces a soap film and adjusts it's position to zero using the volume valve. When a puff is produced by the machine, the soap bubble is moved up the scale of the burette by the corresponding amount and the volume of this puff can be directly read.



Description	Stock code
VOL100 volume indicator bubble stick 0-50 ml	91024
Burghart Bubblemeter 34-36 ml	91464
Burghart Bubblemeter 40-60 ml	91465
Burghart Bubblemeter 40-80 ml	91469
Burghart Bubblemeter 60-150 ml	91466

## Hoffmann Impinger Kit

Impingers are used for capturing a variety of analytes, primarily carbonyls, mercury and volatiles. The Cerulean impinger kits connect two or three glass capture devices per channel. The captured aerosol content can then be analysed off line. Each kit comprises the tray holder, glass impingers and connection parts. In the case of the CETI CF, the aerosol streams from the 5 ports are combined and pass through a single exhaust hence only one set of impingers is required.



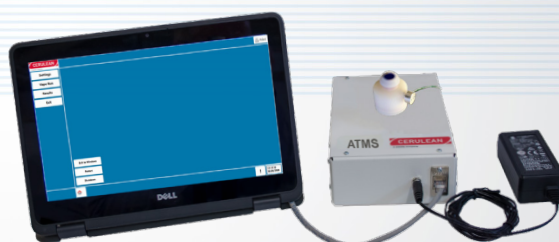
*Actual product image may differ*



Scan the QR code to be directed to Cerulean's page on Hoffmann kits where you'll be able to access the "Hoffmann impinger kit selection tool", this easy-to-use form will guide you through the process of creating your specific, customised, impinger kit for use with your Cerulean machine.

## WANT TO KNOW MORE?

*View all of Cerulean's vaping solutions*



# SM450e & SM450 NGP UPGRADES



## Aerosol Temperature Measurement System

The Aerosol Temperature Measurement System (ATMS) is specifically designed for laboratory applications to enable measurement of the temperature of aerosols generated from e-cigarettes and HTPs. It monitors and records aerosol

temperature on a puff-by-puff basis in real-time. This standalone solution enables the CETI aerosol collection machines to benefit from this innovative technology.

Description	Stock code
ATMS - 1 Channel	99530
ATMS - 4 Channel	99529
ATMS - 5 Channel	99528
ATMS - 8 Channel	99527
ATMS - 10 Channel	99526
ATMS - 20 Channel	99525

## GLP

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The GLP package includes

- IQ (installation qualification)
- OQ (operational qualification)
- PQ (performance qualification)



*Requires service visit*

Product	Description	Stock code
SM450e	GLP	13789
SM450e with Enclosure	GLP	13890
SM450e with EDS	GLP	13891
SM450 NGP	GLP	Available upon request

## Analysers

Cerulean offers a range of CO and NOx analysers that can be offered for the complete range of Cerulean smoking and vaping machines.

*Not available for SM450e*



Product	Description	Stock code
SM450 NGP	CO Analyser 2000ppm Upgrade	93962
SM450 NGP	CO Dual range upgrade	93963
SM450 NGP	CO and CO <sub>2</sub> Dual gas	93964
SM450 NGP	NOx Analyser	99323



Stock code: 99259 (Single channel ETS)

## Button Activation

Cerulean offers a push button activation kit for SM450 NGP machines. This can be used with or without the angled vaping kit. Cerulean's button activation kit allows users to define a delay between the time the button is pressed and the vape is taken, ranging from 0 to 5 seconds. This delay can be configured to meet specific testing needs.



SM450 NGP stock code: KU1331



# SM450e & SM450 NGP UPGRADES

## 21CFR

### 21 CFR Part 11

The 21CFR is a software package that is required for work on projects that fall under the jurisdiction of the FDA. It provides audit functions, secure data capture and storage as well as other elements needed for laboratory wide implementation of 21 CFR part11 compliant processes.

Product	Description	Stock code
SM450e	21 CFR Part 11 (Windows 10)	98402
SM450e	21 CFR Part 11 (Windows 7)	92538
SM450 NGP	21 CFR Part 11 (Windows 10)	93577

### End-Point Detection

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SM450e Integrated EDS stock code: 98401  
 SM450 NGP EDS stock code: On request

**DID YOU KNOW?**

Button Activation comes as standard on the SM450e & with the option to upgrade your machine with a Heater Jacket, the SM450e offers you more!

Contact your regional sales manager for more information.



# Stay Connected



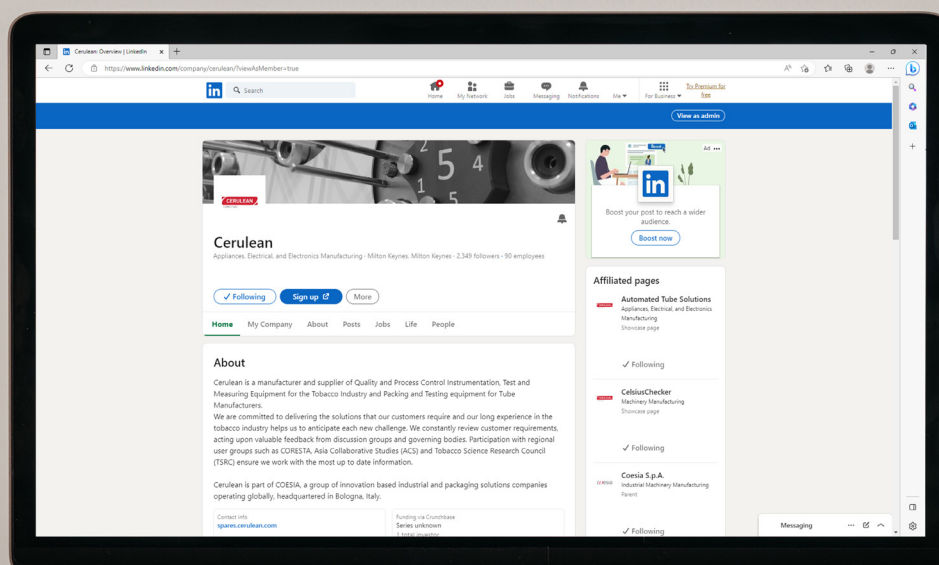
## CONNECT WITH CERULEAN

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Cerulean

Appliances, Electrical, and Electronics Manufacturing. Milton Keynes. 2,317 followers

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## SM450e & SM450 NGP ACCESSORIES



*Available for the SM450 NGP only*  
Stock code: 99872

### VPS104D

The measurement of air velocity is for setting up the SM450 NGP machines. The probe is positioned directly into any one of the Cambridge Filter Holder eccentric adjusters, reducing set-up and measurement times. The handheld unit operates using an internal rechargeable battery, charged through a USB-C connection.

### VFA450RH

The VFA450RH is a smoking & vaping accessory which is normally employed when records of puff profiles are required, it can also be used as a secondary measurement device for puff volumes.



Stock code: 99459



### Hoffmann Impinger Kit

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## Bubble Sticks

Volumetric burettes are used to verify puff volumes for ISO smoking and are easily connected to Cerulean smoking and vaping machines. The operator produces a soap film and adjusts its position to zero using the volume valve. When a puff is produced by the machine, the soap bubble is moved up the scale of the burette by the corresponding amount and the volume of this puff can be directly read.

Description	Stock code
VOL100 volume indicator bubble stick 0-50 ml	91024
Burghart Bubblemeter 34-36 ml	91464
Burghart Bubblemeter 40-60 ml	91465
Burghart Bubblemeter 40-80 ml	91469
Burghart Bubblemeter 60-150 ml	91466



## Windows PC Field Upgrade Kit

Customers with earlier versions (Windows 7 or Windows XP) of the application software can now upgrade to the latest software running on a Windows 10 platform. This is a field upgrade kit, consisting of hardware and software to enable users to benefit from recent innovations and Microsoft's latest security features.



Product	Description	Stock code
SM450e	Windows 7 to Windows 10	93947

# CHIMERA UPGRADES



Stock code: 99459

## VFA450RH

The VFA450RH is a smoking & vaping accessory which is normally employed when records of puff profiles are required, it can also be used as a secondary measurement device for puff volumes.

## GLP

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The GLP package includes

- IQ (installation qualification)
- OQ (operational qualification)
- PQ (performance qualification)



*Requires service visit*

Description	Stock code
GLP package	13582
GLP PQ	Available upon request



## HAVE YOU VISITED OUR SPARES SITE?

Scan the QR code to visit our spares and consumables website. Here you can find popular consumables, spares, and upgrades for your Cerulean instruments.

## CHIMERA ACCESSORIES

### Bubble Sticks

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Description	Stock code
VOL100 volume indicator bubble stick 0-50 ml	91024
Burghart Bubblemeter 34-36 ml	91464
Burghart Bubblemeter 40-60 ml	91465
Burghart Bubblemeter 40-80 ml	91469
Burghart Bubblemeter 60-150 ml	91466





# SERVICE KITS & SPARE PARTS

## SERVICE KITS

The annual service kits make up the necessary components and procedures required during a yearly service.

For example, the service kit can include seals, filters, foams, tubing connectors, cabling accessories, radiation sources, solenoid valves, as well as components necessary to service specific subassemblies such as the air supply, puff engine and gas analysers if fitted.

## SPARE PARTS KITS

In order to carry out maintenance, repairs and overhaul machines in the field, Cerulean holds a large array of spare parts and kits. These are classed in several categories as follows:

### Essential Spares

These kits are made up of components without which the continuous operation of your machine cannot be ensured. For example, the kit may include gaskets, lubricants and other parts intended for the normal daily maintenance of the machine.

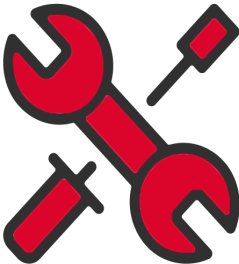
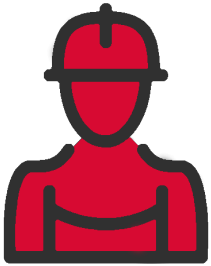
### Recommended Spares

These are parts likely to be needed during a service engineer visit and that are difficult to source at short notice. Cerulean recommends you keep a kit on site and replenish whenever any part is employed.

### Consumable Spares

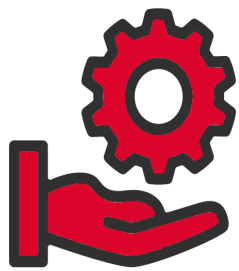
During its operation, your machine will run through many test cycles and will therefore consume filter pads, labyrinth seals, neoprene bumpers, etc. It will also need a fresh supply of gas collection bags and other aerosol conduit perishables such as tubing, in-line filters silencers, O-rings, etc. Cerulean offers many of these items individually or as kits specifically designed for your machine application and number of channels.

Service Kits	
Instrument Name:	Stock code
SM450e	93272
SM450 NGP	53441
Chimera	99268
CETI8	91068



Essential Spares	
Instrument Name:	Stock code
SM450e	91762
SM450 NGP	90654
Chimera	99266

Recommended Spares	
Instrument Name:	Stock code
SM450e	91763
SM450 NGP	90655
Chimera	99267



Consumable Spares	
Instrument Name:	Stock code
SM450e	91763
SM450 NGP	93618
Chimera	99265
CETI8	91634

## SERVICE KITS & SPARE PARTS\*



Figure 1: Selection of Labyrinth seals

Consumable Spares					
Labyrinth Seals and Neoprene Bumpers		Labyrinth Seal		Neoprene Bumper Washers	
Diameter Range	Circumference Range	Colour	Stock Code x100	Inner diameter (mm)	Stock code x100
4.50 - 5.49	14.10 - 17.25	Yellow	66354	2.5	66350
5.50 - 6.49	17.25 - 20.06	Orange	66355	3.0	66351
6.50 - 7.49	20.06 - 23.50	Green	66356	3.5	66352
7.50 - 9.00	23.50 - 28.30	Blue	66357	4.0	66353



Figure 2: 41503 Collection Bag - 3 litre

Consumable Spares	
Description: Translucent multi-use gas collection bag with Polytetrafluoroethylene (PTFE) connector	Stock code
Collection Bag - 1 Litre	41501
Collection Bag - 3 Litre	41503
Collection Bag - 7 Litre	41507
Collection Bag - 10 Litre	41510
Collection Bag - 33 Litre	41508



Scan the QR code to visit our spares and consumables website. Here you can find popular consumables, spares, and upgrades for your Cerulean instruments.

Consumable Spares				
Cambridge Filter Holders (CFHs) and Cambridge Filter Pads		CFH Assembly x1	Filter Pads	
Instrument	CF Pad Size	Stock Code	Qty per Box	Stock Code
SM4XX	44 mm	33569	960	41330
CETI Range	55 mm	66301	100	41480



Figure 3: 44 mm CFH Assy



Figure 4: 55 mm CFH Assy

Consumable Spares				
Instrument	Sample Ovality		Colour	Labyrinth Seal Box x40 Stock Code
	Large Diameter (mm)	Small Diameter (mm)		
SM4xx CETI Range	8 to 10	3 to 4	Yellow	66212
	8 to 10	4 to 5	Orange	66213
	8 to 10	5 to 6	Green	66214
	10 to 12	3 to 4	Black	66215
	10 to 12	4 to 5	White	66216
	10 to 12	5 to 6	Red/Pink	66217

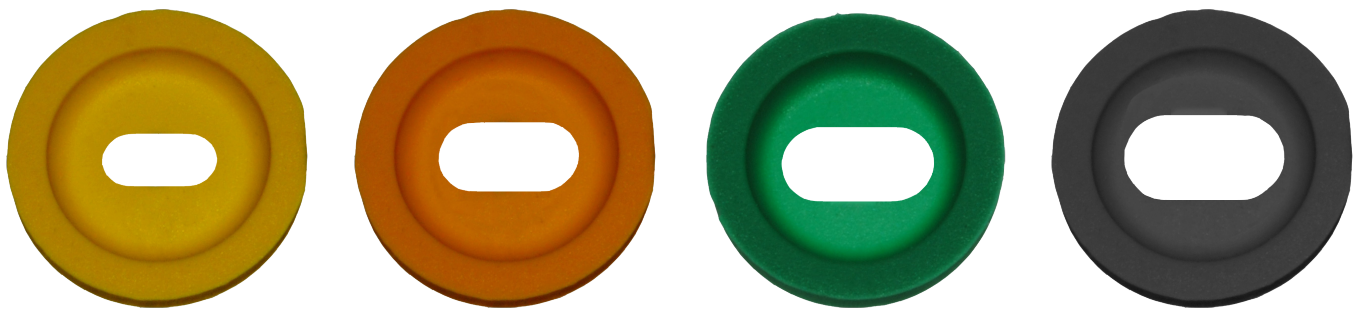


Figure 5: Selection of oval Labyrinth seals

\*a minimum order quantity may apply to some consumable spares

# SERVICE KITS & SPARE PARTS

## Custom Mouth Pieces

As part of the consumable spares offering, Cerulean's Mouthpiece adapters are designed to be used in conjunction with Cambridge Filter Holders (CFHs) to test different vape devices on machines such as CETI 1, 5, 8 and SM450e. They are made from materials that are not affected by the constituents of vape juice such as PG, VG, Nicotine, etc.

There is no leakage between the mouthpieces and the vapes, ensuring accuracy of puff volumes. Cerulean requires customers to supply a representative sample of their mouthpiece to enable manufacture of the appropriate adapter.

These adapters are the ideal solution for customers working on the innovation of next generation vaping devices.



Figure 6: Example of Cerulean Custom Mouth Pieces

Technical Specifications	
Length:	Approx. 25.0 mm
Diameter:	8.0 mm (CFH end)
Labyrinth:	Used with Blue Labyrinth Seal



## Introduction to Cerulean Services

From the moment you take delivery of your Cerulean machine and up until you decide to retire it from operation, you can benefit from a range of Cerulean service products designed to keep the machine running in optimum condition. The services include warranty repairs during the first year following your purchase, regular or annual maintenance, scheduled or unscheduled site visits, remote assistance and a host of other activities such as software and firmware updates, upgrades, calibration, etc.

In order to deliver these services and ensure continuous customer satisfaction, Cerulean has a world class aftersales team focused on the quality, efficiency, and personalization of these offerings. In addition, Cerulean is introducing new digital platforms to make services more accessible and convenient, enabling you to access services anytime, anywhere.

Aftersales services are an essential part of Cerulean daily activities and by subscribing, you can ensure that these services are specifically designed to enhance your operating processes.

## Annual Service

Cerulean annual service is performed by an expert factory trained engineer. This ensures that you:

- Avoid future repairs as problems are spotted early
- Increase the service life of your machine

Most importantly an annual service ensures that your machine is up to date with all the latest software fixes and safety improvements.

It is important that you arrange regular machine services in order to keep your puff engines and exhausts well maintained and to eliminate the risk of leaks and maximise uptime.

# CERULEAN SERVICES

## Service Contracts

During the first year of service, your machine is covered by warranty. In subsequent years, you can benefit from Cerulean service contracts to keep your machine at optimum operation. Under these service-level agreements (SLAs), Cerulean undertakes to provide certain services such as the annual service in addition to an agreed number of maintenance visits, supply the necessary service kits, provide remote technical assistance as well as access to information and training resources.

SLAs can also include extended warranty or be offered as service labour only. Your contract shall specify the scope of agreed services, delivery timelines, pricing and payment terms, warranties, performance metrics and any other provisions.

## Installation & Commissioning Service

Installation is usually ordered with a new machine and may include other add-ons such as IQ/OQ or 21CFR Part 11. Information about these add-ons is available in the Upgrades and Accessories part of this brochure.

## Decommissioning & Relocation

After years of operation, your equipment may need to be relocated to new facilities to continue in service or it may need to be decommissioned to make room for a new machine. In either case, Cerulean has ample experience in the provision of such services and can fully manage your projects helping you save time and cost compared to using internal resources.

## Spares Website

Cerulean have launched a new and improved Spares Finder website with more than 2000 items now available for you to request customized quotations for as well as the ability to add these items to your quotation basket.



Scan the QR code or go to [www.spares.cerulean.com](http://www.spares.cerulean.com) to visit our spares and consumables website.

## XpertWorldAssist

XpertWorldAssist is Cerulean's technical support. It is a service specifically designed to mitigate unplanned downtime that could affect your equipment. The service enables our technical support staff to work with operators or equipment at your site using state-of-the-art technologies. This ensures quick and efficient troubleshooting in a cost-effective way.

Remote assistance is part of XpertWorldAssist, it can be delivered in various ways such as telephone, e-mail or other messaging service. It may also be in the form of a remote login on your machine, as an interactive augmented reality video or by using any tool that is approved by your organisation. In all cases, the guidance session can be recorded and used for future reference.

Package	Stock Code	Hours	Maximum weekly hours
Basic	96011	5	5 hours / 5 days
Silver	96000	10	8 hours / 5 days
Gold	96002	20	8 hours / 5 days
Platinum	96004	40	16 hours / 5 days
Installation	96008	(40 max)	40 hours / 5 days

Coesia Remote Assistance

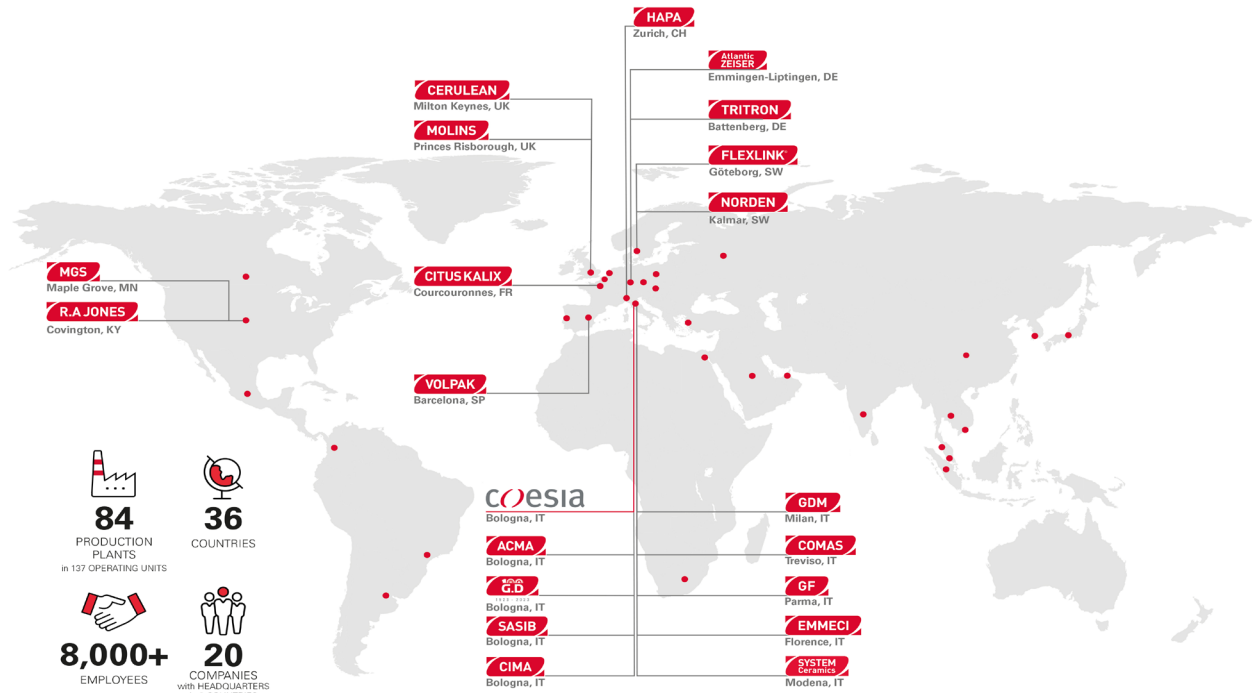
Right there  
**Right Away**

REDUCED DOWNTIME    REDUCED COSTS    REDUCED WASTE

The advertisement features a man in a red jumpsuit and AR glasses standing in front of a red silhouette of a person filled with technical icons. A large red 'C' logo is overlaid on the image. Below the main text are three icons: a crossed wrench and screwdriver for 'REDUCED DOWNTIME', a piggy bank for 'REDUCED COSTS', and a trash can for 'REDUCED WASTE'.



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a coesia company

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