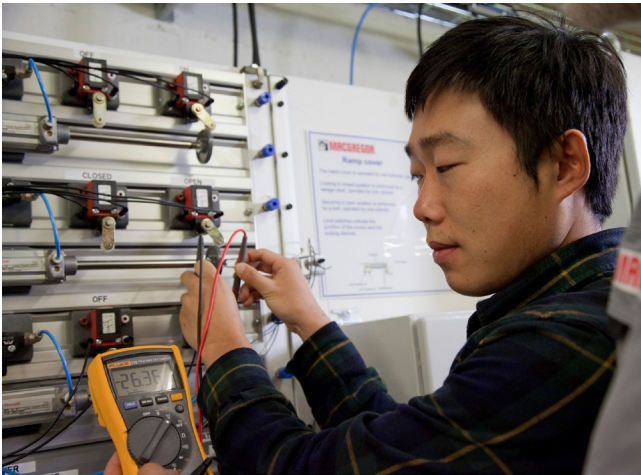


Remote support

Terms and condition for remote technical support



With development of means of communication MacGregor offers remote support in order to allow certain technical issues to be solved remotely without the presence of our experts on board. Remote Support is provided by our dedicated Service Engineers and Technical Support Engineers. Different means of communication may be utilised.

Terms and Condition

First one (1) hour of remote support – free of charge
Additional and following hours – billable each commenced hour client shall issue PO number and provide billing details. MacGregor billing through the service branch. The rates are valid until 31.12.2026.

Fee schedule

EUR 290/h.
Minimum fee EUR 870.
All prices and data listed above exclude the presently valid tax.

Contact your local Account Manager for further information.