

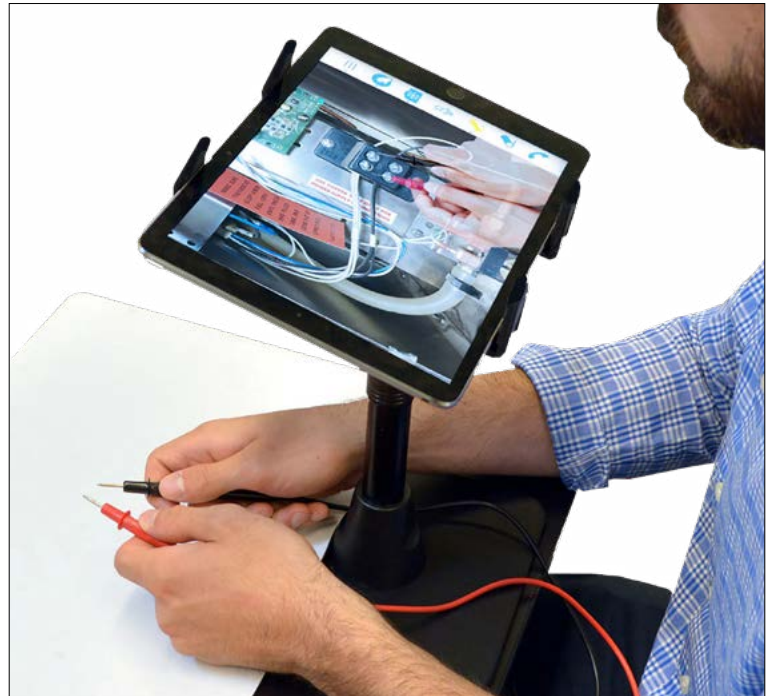
AMETEK VIRTUAL SUPPORT

AMETEK Solidstate Controls is excited to announce a new service offering, AMETEK Virtual Support. Our new service offers remote expertise through the use of merged reality. This technology allows our engineers to virtually reach out and touch what your onsite technician is working on.

OUR CLIENT'S VIEWPOINT



OUR VIEWPOINT



Sometimes troubleshooting over the phone can be difficult and time consuming without any visual cues. Trying to follow instructions full of intricate steps and details can be challenging and may leave room for errors. And, if the COVID-19 pandemic has put restrictions on who can enter your facility, virtual assistance may be the only option.

Using a mobile device, you can “virtually” place our engineer into the piece of equipment so they can get a clear visual on the status. We can then facilitate an interactive step-by-step troubleshooting session with your technician. Not only does this solution offer quick and clear communications, it will reduce downtime.

WE ARE JUST ONE VIRTUAL CLICK AWAY

FEATURES

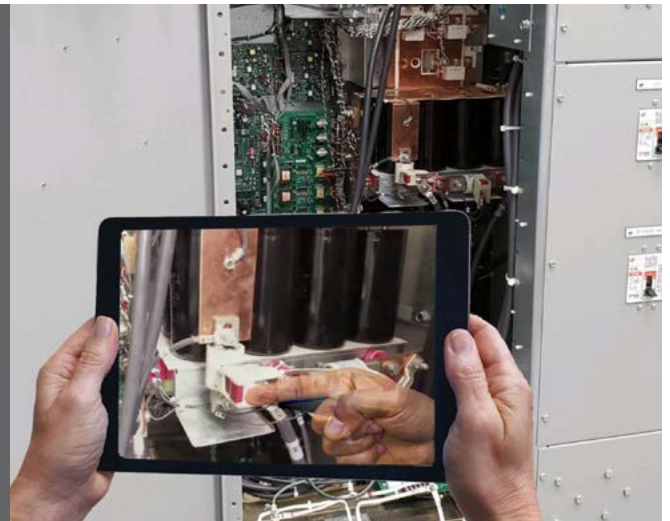
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|---|---|
| Support from factory-trained service engineers | ✓ |
| No software to download | ✓ |
| Merged reality: Live merged reality video with virtual interactive presence | ✓ |
| Quick connect: We send an invite via email or SMS - just click and go | ✓ |
| Telestration tools: Call attention to a part or give directions by drawing directly on the screen | ✓ |
| Freeze screen: Freeze live video to draw or demonstrate a solution | ✓ |
| Give help on a photo: Capture a new photo or import an existing image into your help session | ✓ |
| Multi-platform: Compatible with iOS & Android devices and web browsers | ✓ |
| Guaranteed encryption: 128-bit encryption for all video calls | ✓ |

HOW DO YOU SIGN UP FOR THIS NEW SERVICE OFFERING?

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|--|---|
| It's already included if you have a Comprehensive Service Agreement (CSA or CSA+) | ✓ |
| It's already included if your equipment is currently under an original factory warranty ¹ | ✓ |
| You can buy a one-year subscription per site location. Contact us to learn more. | ☎ |

¹ This warranty does not include the Extended Service Coverage, as a result of Preventive Maintenance (PM)

AMETEK Virtual Support will give you that extra layer of confidence that the work being conducted on your equipment is under the watchful eye of one of our experts to ensure safety. Contact us today to learn more about this "evolutionary" service solution. Don't forget to ask for a demonstration from one of our Technical Managers.



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AMETEK[®]
SOLIDSTATE CONTROLS

THE PURPOSE OF OUR BUSINESS IS TO PROVIDE CONTINUITY OF ELECTRICAL POWER TO KEEP BUSINESSES IN BUSINESS.

WE DO THIS BY HELPING CLIENTS SOLVE THEIR POWER PROBLEMS AND BY CREATING THE MOST ECONOMICAL LONG-TERM RESULTS.