



SUPPORT THAT WORKS FOR YOU

WHY WAIT DAYS FOR A TECHNICIAN?

XELTEK OFFERS SAME-DAY
REMOTE ASSISTANCE—
OFTEN RESOLVING ISSUES
FASTER THAN AN ON-SITE
VISIT.

**Don't let issues slow you down.
Our dedicated support team is here
to help you.**

- ✓ DIRECT ACCESS TO ENGINEERS, NOT JUST TIERED SUPPORT
- ✓ REMOTE TROUBLESHOOTING WITHIN HOURS
- ✓ EFFICIENT ISSUE RESOLUTION KEEPS YOUR PRODUCTION RUNNING

"ON-SITE SERVICE MAY SOUND APPEALING — BUT WE SOLVE PROBLEMS FASTER THAN THOSE WHO OFFER IT."

WE DON'T JUST DELIVER MACHINES—WE TRAIN YOUR TEAM TO RUN THEM CONFIDENTLY.

- ✓ COMPREHENSIVE HANDS-ON TRAINING AT OUR FACTORY
- ✓ ACCESS TO TRAINING VIDEOS, GUIDES, AND LIVE WALKTHROUGHS
- ✓ LONG-TERM BENEFIT: LESS DEPENDENCY, MORE CONTROL
YOUR OPERATORS LEAVE CONFIDENT, CAPABLE, AND EQUIPPED.

NEED ON-SITE HELP? NO PROBLEM.

- ✓ FLEXIBLE OPTION, AVAILABLE IF AND WHEN NEEDED
- ✓ TRANSPARENT FLAT-RATE SERVICE FEES
PEACE OF MIND—WITHOUT HIDDEN COSTS OR SERVICE CONTRACTS.

Others send technicians. We send solutions — fast, efficient, and on your schedule.



Fast, Reliable
Remote Support



Free Factory
Training – Built for
Your Team



Optional Paid On-
Site Support
Available

"Xeltek team provided excellent support during the installation and training of our new SBOT IC programming machine. They were professional, responsive, and answered all of our questions and concerns promptly. The programmer is now running smoothly and has significantly improved our production quality and manufacturing efficiency. Many thanks to the entire Xeltek team!"

