



Call out Procedure

Welcome to Plan B.

We are proud that you have chosen us as your maintenance partner and we promise to live up to our commitments.

Here is some practical information regarding our services.

For Support:

**Call +45 52509112
(24 hour staffed hotline)**

When placing a ticket, please have the following information ready:
Model type and serial number, Short description of the fault

If problem only has minor importance, you can send a mail to
support@planbdk.com

Backup Phone numbers:

+45 6087 0445 Morten Dannemand

+45 8171 4935 Bo Zarp

+45 4014 4889 Morten Termansen

We use TeamViewer for Remote Support <https://get.teamviewer.com/8w7rv68>
(link will also be sent when a ticket is opened)

Call Home:

If you want your hardware to call home automatically, please use this mail:
log@planbdk.com

We will gladly help you set up call home, if needed.

Questions or comments?

Call +45 6087 0445 or mail mda@planbdk.com