





GOLD Level Technical Support Service

- Total Operational Reliability
- No Additional Logistics Costs
- Direct and Qualified Technical Support
- Scalable and Flexible

GOLD is the most comprehensive level of Kerberos technical support, designed to ensure continuous operation, rapid response, and advanced assistance for managing energy, environmental, and Building Management Systems (BMS). This service includes all the features of BRONZE and SILVER.

In addition, GOLD provides exclusive features such as remote technical assistance to the plant's maintenance staff, alarm and malfunction resolution support, and advance replacement of defective devices, including free product return logistics managed by Kerberos.

Key Features

- Daily integrity check of the data stored in the system database.
 Automated monitoring of alarms and anomalies, with real-time alerts.
 Remote support for the plant technician, helping diagnose and resolve equipment malfunctions.
- · Advance replacement of faulty devices, ensuring uninterrupted system operation.
- Free pickup and return of defective devices, handled by Kerberos.
- Scheduled reporting on data status, alerts, and support actions.

Benefits of the GOLD Service

- Total Operational Reliability: continuous monitoring and proactive assistance allow quick intervention before critical failures occur.
- Direct and Qualified Technical Support: access to a specialized team ready to collaborate remotely with onsite maintenance staff for rapid issue resolution.
- Reduced Downtime: immediate alerts and guided diagnostics minimize service interruptions.
- No Additional Logistics Costs: device return and pickup are fully managed by Kerberos at no extra cost.
- Service Continuity: advanced replacement of equipment ensures consistent system availability without extended
- Scalable and Flexible: adaptable to installations of any size, from small solar plants to complex monitoring networks.

Typical Applications

- · Monitoring systems for photovoltaic, wind, and cogeneration plants.
- · Industrial and civil buildings equipped with BMS.
- Energy efficiency projects for enterprises and public authorities.
- Critical infrastructure in the context of ecological transition and digital transformation.

Designed for Energy Transition 5.0

GOLD is the ideal solution for companies, ESCOs, public administrations, and system integrators seeking comprehensive and responsive technical support, aligned with the goals of predictive maintenance, digital innovation, and sustainable energy management.

TECHNICAL FEATURES