

Lorch Connect

1. Which welding machines are compatible with Lorch Connect?

- S series (manufactured from 2009 onwards)
- P series (manufactured from 2009 onwards)
- MicorMIG Pulse series
- MicorMIG series

All compatible series require a Lorch Connect Gateway.

2. What are the costs of use?

By purchasing the Lorch Connect Gateway, the first 12 months of use are included. Afterwards Lorch Connect can be booked and used for 9,90 € per month and gateway.

3. For which countries is Lorch Connect available?

The Lorch Gateway will be certified and available for the European and Australian markets in April 2020 upon RED/FCC approval. The Lorch Connect Portal will be available in the languages DE and EN.

4. How does Lorch Connect protect customer data?

Within Lorch Connect, all data is processed according to all required security standards (ISO 27001, ISO 27017, ISO 27018, SOC 1/2/3, PCI DSS and CSA STAR). Lorch welding technology and the data processing centres used within the EU for Lorch Connect, are subject to the highest European data protection guidelines. To ensure the security of customer data when selecting the cloud service provider, the highest level of competence in data security was taken into account.

5. What happens to customer data after the deletion of a Lorch Connect customer account?

As long as a Lorch Connect account is not irrevocably deleted, the customer data remains available to the customer, even if the use is paused.

**6. I have purchased a Lorch Connect Edition system during pre-sales.
How do I get access to Lorch Connect?**

Customers who purchased an S Connect Edition with Lorch Connect in "pre-sale" will receive the Lorch Connect Gateway free of charge. In addition to the hardware, 12 months use of the Lorch Connect services are included. Afterwards 9,90 € per month and gateway will be charged. A new follow-up contract is required once the use license expires.

7. How will I profit from the sales of my customers, once the free license has expired?

In due time before the expiration of the free use licenses of Lorch Connect, Lorch will offer all distributors a suitable condition model.

More Informations

www.lorch.eu