REPLACEMENT SHEET
17 JUN 2002

EQUIPMENT MAINTENANCE ASSISTING METHOD AND EQUIPMENT MAINTENANCE ASSISTING SERVER

ABSTRACT OF THE DISCLOSURE

The system includes: an equipment data recording block 313 for recording one or more than one equipment information; a profile recording block 312 for storing a customer profile describing a customer request; an analysis block 311 for analyzing the equipment data recorded in the equipment data recording block 313, according to the customer profile, and creating a maintenance service assisting program and a maintenance enterprise assisting program; and a communication block 314 for transmitting the maintenance service assisting program to the customer, and the maintenance enterprise assisting program to the maintenance enterprise.

Fig. 3

G00002

162162