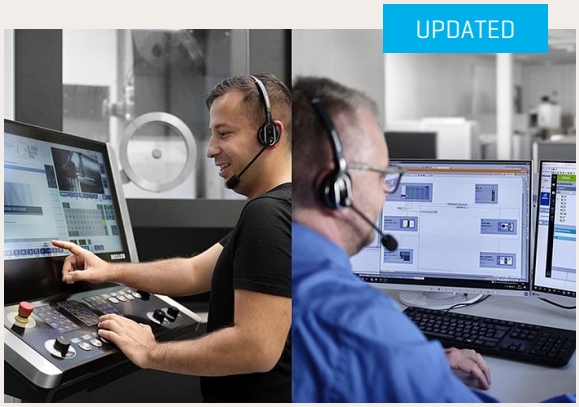
Remote Diagnostics (RD)

Availability | Digitalization



Series

H F C HF

Control

SIEMENS Solutionline FANUC SINUMERIK ONE

RD for online fault diagnosis via HELLER CONNECT Box: In addition to classic remote control of the machine, the scope of services also includes access to the machine control system as well as secure data transfer and notification services. Online fault diagnosis enables efficient error analysis and troubleshooting in real time. Not included in the scope of services: on-site service, delivery of required wear and spare parts, report on the work carried out and detailed fault description.

Characteristics

_ Online fault diagnostics: Worldwide online diagnostics – secure, stable, easy

_ Data transfer: Quick response by immediate availability of relevant information

_ Notification services: Machine reports incident – know immediately what exactly happened

Benefits

_ Increase machine availability through short response and diagnostic times

_ Quick fault diagnosis through immediate availability of detailed information

_ Incident notification – the machine sends a message depending on the situation

_ Worldwide fault analysis and rectification at any location, from any location

Requirements

_ _The technical requirements and contractual conditions are set out in the "Terms and Conditions HELLER4Industry".