

Remote Services for HELLER Automation [RS]

Availability | Digitalization
Productivity | Automation



Series

H

HF

F

C

Control

SINUMERIK ONE

SIEMENS Solutionline

FANUC

RS for online fault diagnosis in combination with the HELLER4Industry Remote Diagnostics [RD] of the HELLER base machine: The scope of services includes access to the control of the HELLER Automation as well as secure data transfer. 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: Know immediately what exactly happened

Benefits

- _ Increase system 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

- _ Depending on the existing machine configuration, RS requires the HELLER4Industry functionality Remote Diagnostics [RD] with HELLER CONNECT Box. The technical requirements and contractual conditions are set out in the "Terms and Conditions HELLER4Industry".