



## IST REMOTE REDUCTION OF DOWNTIME – INCREASE OF PRODUCTIVITY



The remote solution from IST METZ can reduce UV system downtime, thereby increasing productivity. Problems are rapidly detected by remote diagnosis. On-site support from IST service technicians is faster and more targeted, and can sometimes be avoided altogether.

This feature is available for LAMPcure and LEDcure systems with IPC (Integrated Process Control) that delivers operating information about each individual unit. A communication module is also integrated into the system, allowing access to the operating data collected for the unit via Remote.

The remote connection is established through encrypted data transmission using a VPN tunnel. Data analysis is performed directly by IST service technicians, who can provide rapid support for problem solving.

### THE BENEFITS OF REMOTE AT A GLANCE

- Rapid diagnosis and problem solving in case of disruptions
- Targeted troubleshooting through the analysis of operating data
- High machine availability
- Remote support during commissioning of the UV unit
- Reduction of faults by regularly checking the operating parameters of the UV system with remote health check option
- Online analysis of fault history for better restriction of sporadic errors or detection of errors in operating behaviour
- Minimisation of operating costs through optimised preparation for support: Information on the customer's situation and any spare parts required are available before the service technician is deployed

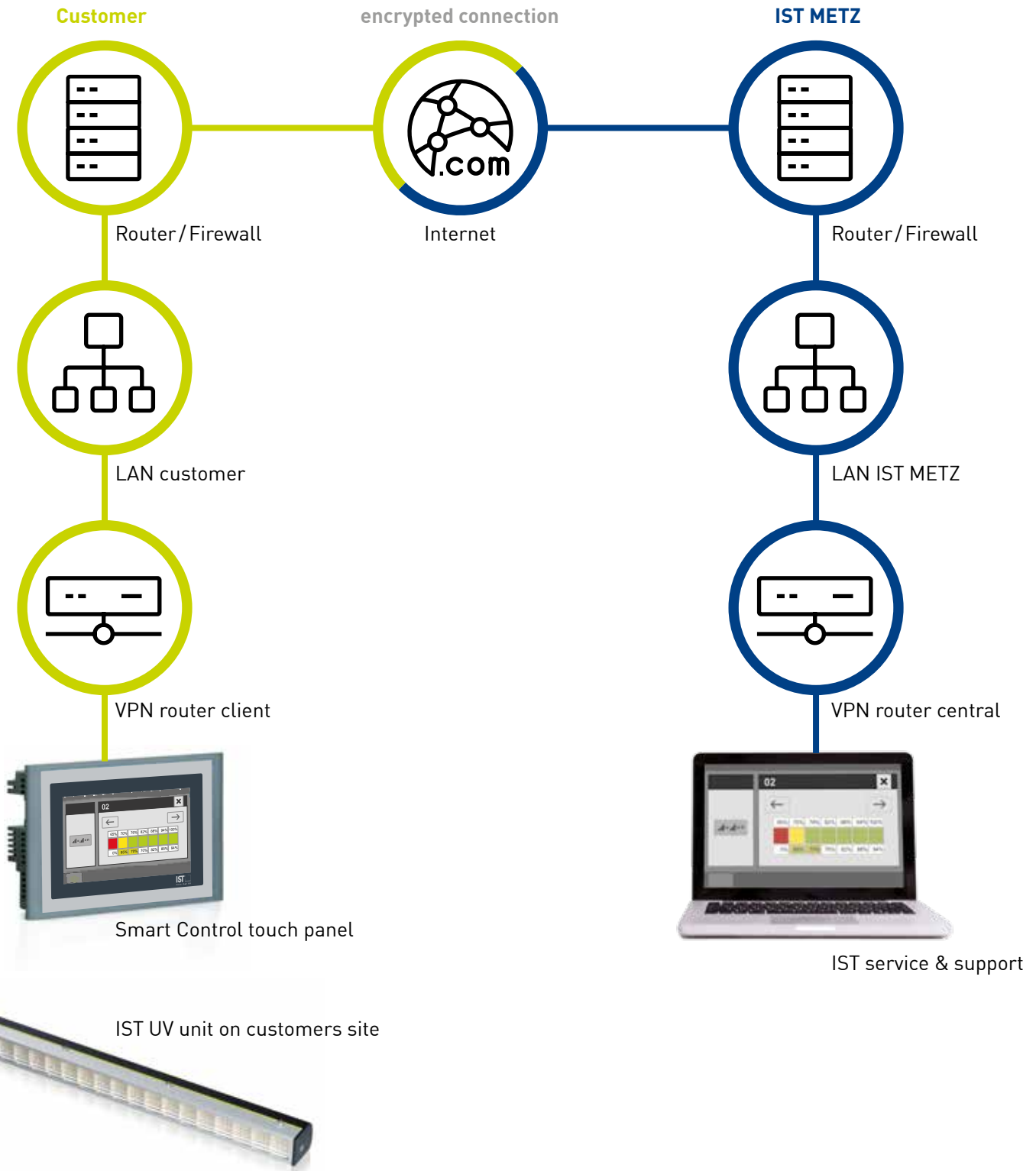
#### Remote makes your UV unit more efficient

- Remote is established on the Smart Control operating panel of the UV / LED unit, which enables real fault reports to be read
- The IST service can move remotely through all operator and service levels
- Remote allows the status of the unit to be determined immediately
- Data deviations can be detected immediately
- If required, commissioning data can be included as a comparison between target and actual performance
- The time required for fault analysis is noticeably reduced
- The specific spare parts required can be determined during the service call
- Possibility of entering temporary values to allow restricted use of the system until the service technician or spare part arrives



## FUNCTIONAL PRINCIPLE OF REMOTE

IST cannot log in until the customer authorises them to do so by activating a switch.



## WE HAVE THE CURE

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