

REMOTE SERVICE

The solution to your problem is just one click away



Why Remote Service?

Via remote service, our experts from the Information and Diagnostic Center (IDC) can connect directly to W&H machines around the world using modern technologies.

With just a few clicks and after approval by the machine operator, they can use a secure Internet connection to look into the machines right down to the control and drive level. In this way, error messages, production parameters and machine settings can be analyzed, defective parts can be identified, and problems can be rectified immediately.

The result: Over 85 percent of all reported machine faults are quickly and successfully remedied remotely using the W&H Remote Service. In this way, you save the costs of an on-site service call and your machine is up and running again very quickly.

Your advantages

- ✓ Troubleshooting through direct online remote access to the machine
- ✓ Over 85 percent of all reported machine problems are successfully resolved via remote service
- ✓ Reduction of unscheduled downtime
- ✓ Increase in machine availability and productivity
- ✓ Reduction of repair and maintenance costs



Security

- Secure connection over the Internet
- Access to the machine after approval by the plant operator



Expertise

- 26 experts for extrusion, printing and converting
- At least 5 years of practical experience
- An average of 20 years of practical experience



Find out more about our **REMOTE SERVICE**
www.wh.group/int/en/service/support/remote_service/

You will find further information
on the back



How does troubleshooting via Remote Service work?



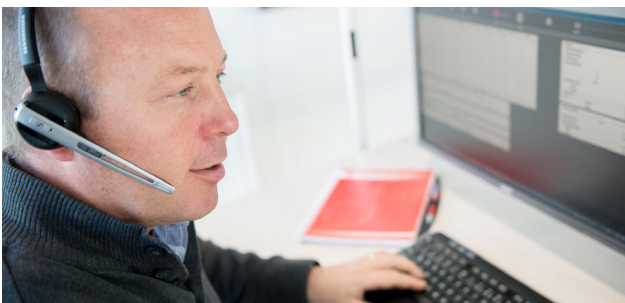
1. Service request

Contact the W&H Information and Diagnostic Center via our 24/7 service hotline or by email with a detailed description of the problem and the equipment number of your W&H machine.



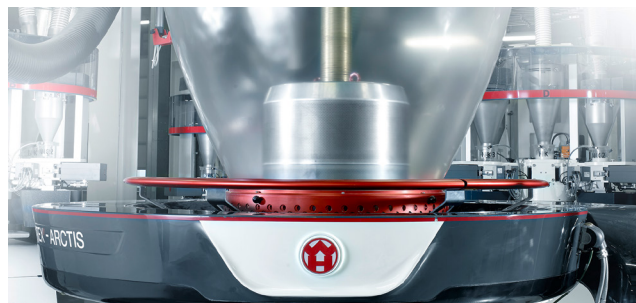
2. Connection and problem analysis

After receiving approval from the machine operator, our experts connect directly to your machine via a secure Internet connection to view error messages, production parameters and machine settings.



3. Troubleshooting

Together with the customer's staff on site at the machine, our experts come up with a solution to the reported problem and provide support in identifying and procuring the required spare parts.



4. Starting production

After successful troubleshooting, our experts support you as you resume production. The remote connection to the machine is disconnected and the service is documented for tracking purposes.



QUICK CALL, FAST ASSISTANCE!

Our Information and Diagnostic Center (IDC) is at your disposal to answer technical questions around the clock and worldwide via our telephone service hotline. You can reach us in the contact languages German and English by calling **+49 5481 14 3333**



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