



REMOTE DIAGNOSTIC CONNECTION

Installation and testing of the remote diagnostic connection, including monitoring and control of your equipment from a remote PC in connection with troubleshooting.

The faster an issue is solved, the faster you can resume normal operation. Assuming that your equipment is compatible with a remote access solution, you can lessen downtime by granting remote access to a Struers technical service engineer who can quickly resolve complex and unexpected problems. (Available for selected Equipment; Hexamatic, MAPS-2, ViaSampler, Duramin-40A&AC/100/ 170A/650AC, Duramin-40M/170/600/ 650M/3000, Duramin-160).

What you get

- ✓ Installation of the remote diagnostic connection either during equipment installation or later via the internet
- ✓ A Struers expert can connect remotely to your equipment; you have full control of who makes the connection and when
- ✓ The ability for Struers to diagnose and, in many cases, resolve a problem on the spot; alternatively, the information gained aids preparation for an on-site visit included at a surcharge)

How you benefit

- ✓ Save time
- ✓ No need to explain complex situations
- ✓ Reduce service costs

Struers Single Services

Single services focus on individual tasks that usually become necessary because of an issue affecting quality, efficiency or uptime. A single service typically resolves an isolated issue. If you use single maintenance services regularly, we recommend you consider a Prevent, Protect or Perform service plan instead.

You can book one or more single services at any time.

Struers offers the following single services:

- Remote diagnostic connection • Installation & basic training • Application assessment
- Inspection services • Overhaul services • Calibration – Struers certified
- Calibration – Accredited • Preventive maintenance service • On-site repair service
- Struers workshop repair service • Practical training • Operational maintenance training

Why choose Struers?

- ✓ Nearly 80 years' experience solving challenges like yours
- ✓ Worldwide network with Struers technical service engineers
- ✓ Global network of materialographic application specialists

