SAHM SERVICE

SAHM Remote Support

Troubleshooting made easy

SAHM

Expert assistance in real time
As good as if we were there

In the event of a machine or system malfunction, SAHM Remote Support makes it possible for SAHM service technicians to carry out immediate real-time diagnostics.

Via remote access (read access), SAHM technicians are able to view the HMI terminal. They can identify potential problems and provide fast and targeted input to assist the customer's maintenance personnel. With the optional remote control (read/write access), SAHM technicians have the capability to update machine software or to adjust machine parameters.

Functions

- Viewing the HMI
- Controlling the HMI
- Diagnosis with the System Diagnosis Manager or in the Automation Studio
- Data transfers
- Reading of logbook entries and application data
- Changes of machine settings, parameters and recipes
- Updating head and gateway software

Your advantages at a glance

- Fast reaction times
- Highly cost efficient
- Overall increase in system availability
- Retrofitting available starting with HMI2 systems

More information on SAHM Remote Support services is available on our website.
Service Hotline +49 5651 804-256
service@sahmwinder.com

LOGIN

SAHM Service

Firewall

Gate Manager

Firewall

Machine/System
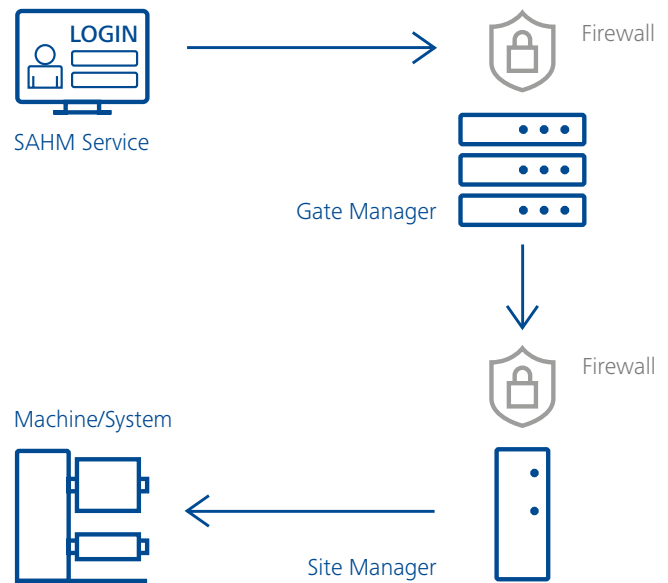
Site Manager

Worldwide. Fast. Safe and secure.

The Remote Support Site Manager (a remote maintenance router with its own integrated firewall) gives SAHM service technicians fast and secure access to machine controls at customer locations (HMI2/HMI3) anywhere in the world.

Scheduling Remote Support

By appointment only

Times	Monday to Friday 8:00 - 17:00 (UTC+1) In urgent cases, other service times can be arranged.
Languages	Remote Support services are provided either in German or in English.

Costs Remote Support

Online service

During the warranty period of the machine/system	Free of charge Prerequisite: Installed Remote Support Site Manager.
After the warranty period of the machine/system	Individual pricing The SAHM Customer Service Center will be happy to prepare an offer tailored to your needs.

SAHM

GERMAN Technology