Remote Support and Remote Monitoring for Alfa Laval Decanters

Reduce cost and increase uptime with faster, more accurate troubleshooting

Why Remote Support and Remote Monitoring?

❝ **Remote Support and Remote Monitoring provide fast and easy remote access to decanter operating data, which enables faster, more accurate troubleshooting.**

Remote Support gives our experts access to live and historic data to more quickly and accurately identify the problem when you call for support.

Remote Monitoring helps assure you that your decanter is running as expected. Access data like bowl speed and torque in the Alfa Laval IoT portal via your laptop, tablet or phone.

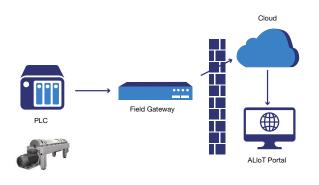Alarm notifications can be sent by e-mail or SMS/text message to let you know about anomalies.

How do I use these services?

❝ **Remote Support and Remote Monitoring help ensure proper decanter operation and maximize uptime.**

In addition to benefiting from more accurate troubleshooting when you contact Alfa Laval for support, you can use these services to:

- Monitor and compare multiple decanters and multiple sites.

- React more quickly to alarms, no matter where you are.

- View and export historic data about your decanter's operating parameters

Cloud

Field Gateway

PLC

ALIoT Portal

How does it work?

❝ Remote Support and Remote Monitoring utilize a Field Gateway to transmit decanter operating data to a secure cloud. The data is then accessible to authorized users in the Alfa Laval IoT portal.

- When you contact Alfa Laval for help, our experts will be able to quickly analyze live values and trends over the last day, week and even months. If a visit is required, Alfa Laval will be even better prepared, helping to reduce the time and cost of the repair.

- In addition to basic parameters like bowl speed and torque, the portal can be configured to display any data that is available in the Alfa Laval supplied controller.

- When you receive an alarm notification, you can investigate further by accessing the portal from any connected device.

What needs to be installed?

❝ A small Field Gateway is added to the decanter's control panel. An encrypted internet connection is established from the Field Gateway to a secure cloud.

The Field Gateway is compatible with these Alfa Laval supplied automation systems: Plus, Basic, Decanter Connect, 2Touch, BCC and ASC.

After installing the Field Gateway, the customer needs to provide an internet connection via ethernet cable, WiFi or sim card.

How do I get Remote Support and Remote Monitoring?

These services are available via an Alfa Laval Service Agreement which customers subscribe to.

❝ The best way to make use of Remote Support and Remote Monitoring is by including them in a complete Service Agreement, together with all services and parts needed to get the best possible utilization of the installed equipment.

As always, a close collaboration between the customer and Alfa Laval, including installation supervision, training and maintenance planning will allow customers to get the most out of their equipment.

Learn more on alfalaval.ca:
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