
**Expertise on demand.
Qualified support
by experienced
technicians.**



Remote Glasses



Siempelkamp

Logistics & Service

For maximum availability of your plant

**Location-independent, in real time:
Remote Glasses Service by
Siempelkamp Logistics & Service**

Your objective: maximum efficiency and plant availability. Our objective: to give you the support and tools you need when you have questions or technical challenges. That is why our remote experts have created the corresponding service: Remote Glasses.

The facts at a glance

Remote Glasses combines our know-how as a plant manufacturer with your know-how: Thanks to audiovisual exchange, the state-of-the-art industrial solution enables the transfer of data and knowledge between specialists, designers, technologists, service technicians and customer experts.

With the intuitively operated data glasses "Remote Glasses", you always have both hands free and at the same time access to information and communication while you implement all the necessary steps to solve the problem under our guidance. In this way, our expert is virtually right there with you at the plant, regardless of location and in real time.

This means maximum flexibility and the right expert for every question.



Range of services

Comprehensive, intuitive

Remote Glasses offers the following features:

- + Independent system
- + Connection via system WLAN or hotspot
- + Active noise suppression
- + Voice control of all essential functions
- + 16 MP camera for real-time full HD video chats
- + Micro display acts like a 7" screen
- + IP66 certified and shock resistant

Your benefits

Expertise on demand

- + Quick help worldwide
- + Audio-visual support in real time through the Siempelkamp remote specialist network
- + Reduction of downtime and shutdown times
- + Simplified knowledge transfer and communication thanks to virtual over-the-shoulder support
- + Avoiding incorrect installation of Siempelkamp components

Service tailored to your requirements: On a contract basis, in a licensed model or on a loan basis

Take advantage of unlimited access to our expert knowledge: 24 hours a day and from any location, you get the support you need in the event of a plant malfunction or failure to quickly resume production. In addition, we can also advise and support you, for example, in the analysis of mechanical problems or process-related issues.

Three different usage models for maximum flexibility

In the case of an existing 24/7 Remote Service contract, Remote Glasses extends the services already agreed upon. But you can also benefit from Remote

Glasses services without a 24/7 Remote Service contract: We will of course provide you with the service as a standalone remote service tool under a license agreement. In addition, you have the option of using Remote Glasses on a loan basis for scheduled services. In this way, we can also support you with our bundled know-how when troubleshooting production impairments and malfunctions, during installation work or commissioning.

Just talk to us about it, we will find the optimal solution for you.



**Any questions?
We've got answers**

Siempelkamp Logistics & Service is with worldwide more than 10,000 maintained machines and plants the service provider of the Siempelkamp group, mainly for the wood-based industry. Our core business is providing the worldwide after-sales support for Siempelkamp machinery and plants throughout their entire life cycle. This includes planning and implementation of modernizations and plant upgrades, sale and supply of spare parts, field service and support as well as MES and Industrial IT.

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**Intelligent engineering
for future generations.**