Remote Services

Complete hardware, software and support package for remote access; designed for diagnostics, technical service, programming and data logging

REMOTE SERVICES TECHNOLOGY AND FEATURES

AMADA MIYACHI EUROPE offers remote service and support for its high end welding modules. The current AWS3 series with pneumatic or servo motorised weld heads and pincers and MG3 Digital have these remote access capabilities standard built in. Older models that are already installed can be retrofitted with remote access capabilities.

Worldwide operating companies with several production sites, companies with multiple weld stations, or weld modules that are difficult to access will benefit from remote services when controlling their weld modules from a central point in their organisation. Remote services can be used to upgrade or adapt the software of the welding modules. In case of difficulties with the welding application an optional camera can be used to exchange visual information of the system in use. To facilitate connection of the welding modules to the internet, an optional router with landline internet and wireless (3G) connection is available.

Remote service or remote support is the logical continuation of the unique premium services that AMADA MIYACHI EUROPE customers receive. Next to the extensive range of welding equipment, application development and support, calibration services, preventative maintenance and repair services, our customers now have the chance to digitally connect to the AMADA MIYACHI EUROPE community. To make full advantage of all the capabilities, we recommend to order an annual premium service contract which consists of an annual 20-hours service contract, valid from 12 months after order date. In case service is needed you can contact AMADA MIYACHI EUROPE immediately without the need for additional quotes and orders.
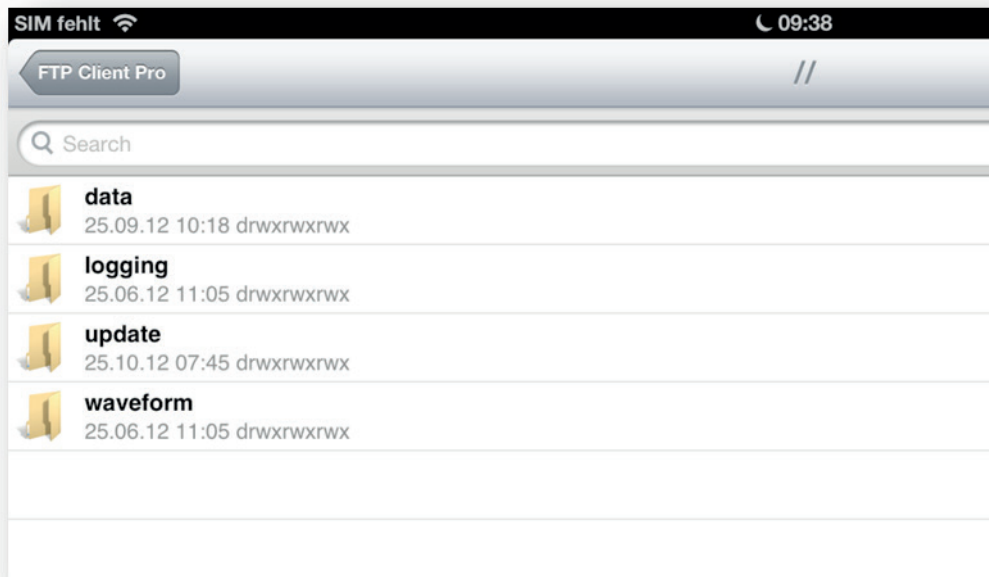
BENEFITS

- Virtual Network Computing (VNC) and ftp functionality enable remote access to MIYACHI PECO AWS3 and MG3 via devices with a Windows/OS X/Android control system
- Tested on PC/ Laptop/ iPad / iPhone / Android devices
- Ethernet networking accessibility for LAN and wireless (3G) modem for internet connection
- System uptime increases, and service costs are reduced.
- Worldwide servicing possible without language barriers
- Improved total cost of ownership thanks to improved response times
- Traceability of weld parameters results into maximum quality of produced parts
- Long term process statistics are saved and allow for continuous process monitoring
- Improved reaction time and considerable savings on travel cost for application and technical service experts
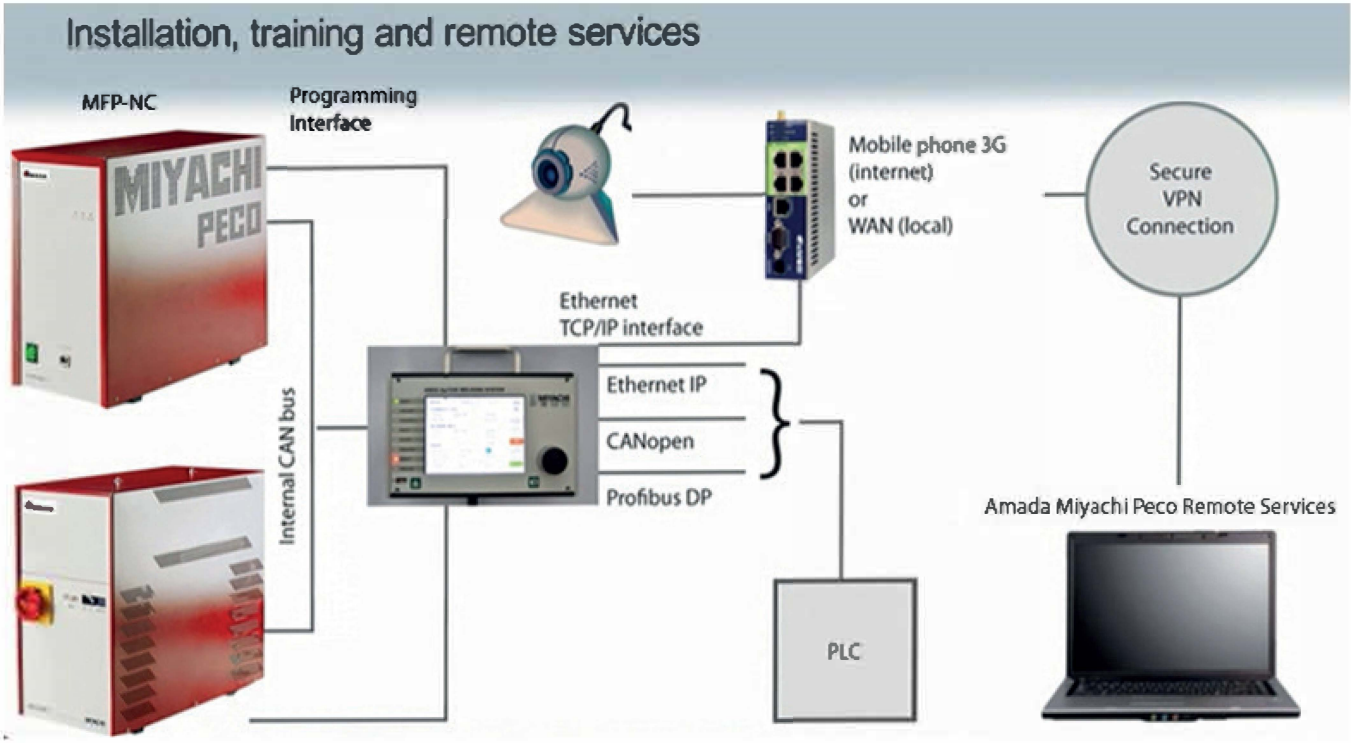
Replicate the control panel on your mobile or stationary device through the World Wide Web, anywhere and at any time. The pictures below show a control panel and an iPad in use.

Upload and download though a ftp server (file transfer protocol) to gain remote access to files located at the control panel:

• Download logging files, screenshots and welding waveforms

• Upload upgrade files

• Store data for future reference and product traceability

• Remotely program welding schedules

Installation, training and remote services

ADDITIONAL ROUTER OPTIONS

Article #	Product Code	Description
86600729	Remote Service Module (LAN)	The device is a LAN broad band router with accessories. The router enables the contact through the internet between Amada Miyachi service and welding module.
86600730	Remote Service Module (3G)	The device is a 3G broad band router with accessories. The router enables the contact through the internet between Amada Miyachi service and welding module. The router makes contact through a 3G network like a cell phone. Advantage is that it bypasses the firewall and is therefore easier to setup.

ADDITIONAL TECHICAL SERVICE SUPPORT PACKAGE

Article #	Product Code	Description
00000000	Remote Service Support pack	Annual 20-h remote premium technical service contract. Valid for 12 months after order date. Must be renewed annually.