



Alfa Laval Remote Guidance

Secure continued uptime through remotely guided service steps



Alfa Laval experts respond quickly to your service needs, even in the most challenging times. With Alfa Laval Remote Guidance, you can receive direct support from Alfa Laval experts who remotely guide your own engineers to a solution. This service helps you minimize or completely avoid downtime, without the need for a visit.

The service can be used on demand, but it is also available as a six-month or one-year subscription. Subscribing helps you reduce your administration cost: one order covers several sessions.

What we do

The Alfa Laval Remote Guidance tool lets users interact and collaborate in real time, despite being in different locations. It creates an augmented reality environment where dialogue, hand gestures, still images, telestrating (digital sketching) and real objects inserted into the view can all be used to guide service actions. The experience is smooth and intuitive, and it offers a quick path to a solution while working at a distance.

Using Alfa Laval Remote Guidance gives you access to multiple experts simultaneously. At the same time, it contributes to sustainability by reducing unnecessary travel – and the CO₂ footprint that goes along with it.

Remote guidance packages

On demand

Remote guidance (1 session)
Troubleshooting and remote support
Limited to Alfa Laval equipment

Contact your local sales office
for more information.

Subscription

Remote guidance (6 sessions)
Troubleshooting and remote support
Limited to Alfa Laval equipment

Contact your local sales office
for more information.

Terms and conditions apply. Alfa Laval reserves the right to change specifications without prior notification.

Scope of service

Alfa Laval Remote Guidance can be used with the following Alfa Laval equipment, and more:



Benefits

- Prompt response to your service needs.
- Reduce your administration cost through subscription packages. You get several sessions in one order. In this way, you enjoy peace of mind.
- Services on demand are available in just a click away.
- Fast, easy and intuitive. The tool requires no log-in and makes sure that your data is kept secure.
- It saves both time and money by not having any need to travel.
- You can access to same level of expertise and support - as if an Alfa Laval service expert were on site.
- Quick, convenient access to global and local experts, through real-time collaboration and interaction.
- By doing this, it helps you achieve your sustainability goal. Since there is no need for travel, it also shrinks your carbon footprint.

How to contact Alfa Laval

Up-to-date Alfa Laval contact details for all countries are always available on our website at www.alfalaval.com

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