



ENSURING **CONTINUITY & PRODUCTIVITY**

SERVICE & SUPPORT

WALTEC.DE



COMMISSIONING AND START-UP **SERVICE**



Our in-house experienced engineers and fitters install the production lines at the desired customer location. A smooth and fast launch of operations is ensured by commissioning and start-up hand in hand. A comprehensive operator training program at our facility or on-site is part of the deal.

WALTEC also offers a fully remote-controlled commissioning service. The experts from our remote service center are able to take the customer's view without having to be physically on the spot and as a consequence they contribute to a lower carbon footprint in general. Let's head beyond *Industry 4.0!*

LESS DOWNTIME, **MORE PRODUCTIVITY** – **WALTEC REMOTE SERVICE APP**

Focus on the job: Freehand and safely guided operation with data headset. WALTEC offers optimized smart glasses for best user experience within its REMOTE SERVICE.



The WALTEC REMOTE SERVICE allows the service engineers to markup live video feeds or images seen on a headset's microdisplay.

Step into a new level of cooperative service and remote assistance: **WALTEC REMOTE SERVICE** is the platform to connect your operations team with our service engineers: Just one click and you get immediately linked to **WALTEC's** support experts via smartphone, tablet, notebook or smart glasses.

Comfortable data exchange allows teamwork in online or offline spaces. Technicians and experts can draw and write directly onto real world objects during video calls. Individual and group chat for text communication including file sharing assures the use even in loud machinery spaces.

AFTER-SALES-SERVICE AND 24/7 AVAILABILITY ENSURING CONTINUITY

WALTEC safeguards spare parts availability and insures supply reliability through its own network of certified suppliers. A continuous flow of new and innovative components to drive productivity improvements and to upgrade older machine configurations forms the backbone of this service.

Once in operation, our service is always by your side to help. Increasing output, reducing costs or warranting the continuity of operations and minimal downtimes: Our after-sales team supports your process 24/7 and is available for you at any time.



ANALYZE, OPTIMIZE AND (RE)ACT SMARTER – WTRACK PRODUCTIVITY SUITE



The glassware industry is challenged to optimize or re-design the use of its existing assets whilst improving its sustainable footprint. With **WTRACK WALTEC** launched a smart productivity dashboard to assist you in achieving an ongoing sustainable Hot-End process enhancement. **WTRACK** by **WALTEC** is a powerful, modular productivity suite driving process optimization and building process understanding.

WTRACK can be integrated into existing operations platforms and is compatible with most common in-house IT configurations.

WTRACK upgrades your existing machine while taking your business intelligence to a whole new level. Now you can easily analyze and share all data of your production – Optimize and act smarter instantly!



DISCOVER 24/7 SUPPORT

WALTEC.DE/SERVICE

WALTEC.DE



FOR THE GLASS INDUSTRY –

*DRIVEN BY **INNOVATION***



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Savings and other performance values reflect estimates according to our own best knowledge. WALTEC reserves the right to make technical modifications at any point in time and adjust its information accordingly without prior notice.