

Munters Remote Assist

We are all going through challenging times, and it's essential to limit risks as much as possible. For many of us, that means maintaining safe distances from others, or even self-isolation in some cases. Unfortunately, this can also mean our Service Technicians cannot perform a personal visit to maintain and service your Munters equipment.

Keeping Munters equipment fully operational and efficient is essential in many processes, as it provides the right climate for you to be able to continue to operate at optimal levels. If the technology is not serviced and maintained in the right way, you could suffer from reduced productivity or increased energy costs. That is why we have launched Munters Remote Assist, an online service solution which gives you access to our expert service technicians wherever you are, whenever you need it.

At your side through your phone or tablet

Through our simple-to-use software, our service technicians can be at your side directly from the device in your pocket. From there, they can perform a number of actions, including:

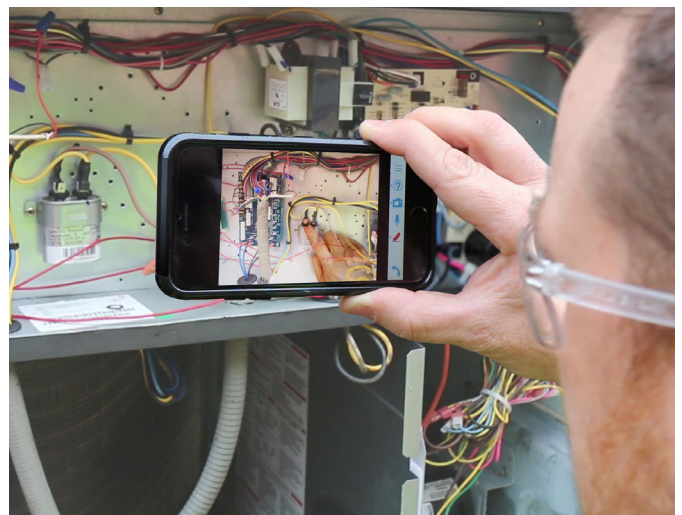
- Diagnosing an issue. Through visual access, our experts can identify any potential issues with your Munters equipment
- Adjustments according to your needs. We can also suggest adjustments remotely, either ensuring Munters equipment continues to operate at optimal levels or on a functional level until the next service visit
- Alarm resolution. We can often identify why an alarm has been triggered. In most cases we can help you adjust the equipment to offset the alarm, and ensure the technology returns to normal operation

Through Munters Remote Assist we can also carry out a limited service check which can help avoid unnecessary breakdowns and unscheduled downtime. If we identify a potential problem area, we can order the original spare parts to be delivered directly to you, so everything is ready for when we can visit for equipment repair or upgrade. In short, Munters Remote Assist ensures that you still benefit from our outstanding service even in uncertain times.

How it works

When you have booked Remote Assist via our service center, you will receive a link through SMS or mail. All you need to do to connect to a Munters expert is click on the link, and you will be connected directly via your browser without any unnecessary downloads. From there, we will be by your side via a clear, crisp video stream through which we will guide you through the process of adjusting your equipment, or resolving issues.

No delays, no lost productivity – all in one innovative service solution.



The benefits

- On-demand access to Munters' service expertise on-site at all times
- Maximizing uptime and productivity with instant remote diagnosis and resolution
- Eliminating uncertainties during operation and troubleshooting
- Munters expert service through your mobile phone or tablet. No software or apps needed.

Contact us

If you want to find out more about Munters Remote Assist or if you need assistance, contact us at (phone), remoteassist@munters.com

Or visit us at munters.com/remotearr