

Remote service using CS-RHC (Control-Service Remote Helmet Controller)

We present a new service dedicated to companies that want to maintain continuity of production while increasing safety and comfort of employees. We have prepared a kit that enables remote technical support. CS-RHC (Control-Service Remote Helmet Controller) is a specially developed helmet which allows you to connect with a Control-Service engineer and carry out servicing remotely.



Changing the organisation of work, a tight tight sanitary regime, ensuring the comfort and safety of employees. These are just some of the challenges faced by companies in times of pandemic. Social distance is facilitated by remote working or virtual meetings. Taking this into account, we have created CS-RHC (Control-Service Remote Helmet Controller).

- ✓ You will become more familiar with the equipment you are working on,
- ✓ You will ensure the safety of your employees by limiting their contact with third parties,
- ✓ You will optimise service costs by eliminating travel expenses.

Helmet specification

CS-RHC is a dedicated helmet allowing remote start-up, parameterisation, diagnostics and simple repairs. The CS-RHC connects to the network via **WiFi** or **LTE**. For greater user comfort, our helmet is equipped with a **headset with active noise cancellation** and a **camera mounted on a magnetic connector**, facilitating immediate removal and thus easy change of

perspective of the shot. In addition, tools such as **TeamViewer** and **MCT** enable continuous monitoring and professional remote support for diagnostic and service work. This is possible thanks to close cooperation (online) between employees of the Maintenance Department along with Control Service's Service and Technical Support Engineers. Our Service Engineer guides the Maintenance Department employee step-by-step through the diagnostic and repair process and, if necessary, will help perform device parameterisation, working directly from the user's desktop.

One Helmet, multiple benefits

Take advantage of our remote service offer with the CS-RHC kit:

- ✓ You will carry out express diagnostics, saving waiting time for our engineers to arrive,
- ✓ You can carry out minor repairs by yourself,

CONTROL-SERVICE
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Trainings

We also offer remote support in the form of online training. We know how important it is, in many cases, to react quickly to errors or failures that occur. Our knowledgeable staff will help you solve technical problems and reduce downtime to a minimum. Our offer includes

training on the operation and diagnostics of frequency converters, which is now also available online. The training programme, its scope, date and place of delivery are adjusted to the customer's needs. The trainers are experienced service and support engineers with hundreds of successfully completed service cases to their credit.

We look forward to working together

If you would like to take advantage of our remote service, enquire about our training offer or get more information, please visit our website

at www.control-service.pl. We also encourage you to follow our social media profiles to keep up with the latest drive, service and industrial automation news. We are on [LinkedIn](#), [Facebook](#) and [YouTube](#) under Control-Service.

CONTROL-SERVICE

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