Operate

How it works

Our remote troubleshooting service enlists hundreds of service engineers in our Marine Service Network, who are ready to support you whenever an issue occurs. They use systematic analysis to identify the root cause, leveraging deep understanding of your equipment and processes. Through modern technology, they can attend your vessel or power plant without having to be there physically.

Remote troubleshooting can restore smooth, compliant operation with the least amount of service time and cost – and with the smallest possible environmental footprint. It also lets you benefit from planning service jobs during low-intensity periods, instead of times when you're busy.

Using AR or other digital tools, we create a live troubleshooting environment where our experts guide you quickly to a solution. No training is required. After the online session, you'll receive a service report that summarizes the findings, root cause analysis and recommendations.

If more should prove necessary, we'll seamlessly escalate your errand. With the information already gathered, even physical attendance will be fast and optimized. We're with you every step of the way, and you can trust us to get your equipment running smoothly.
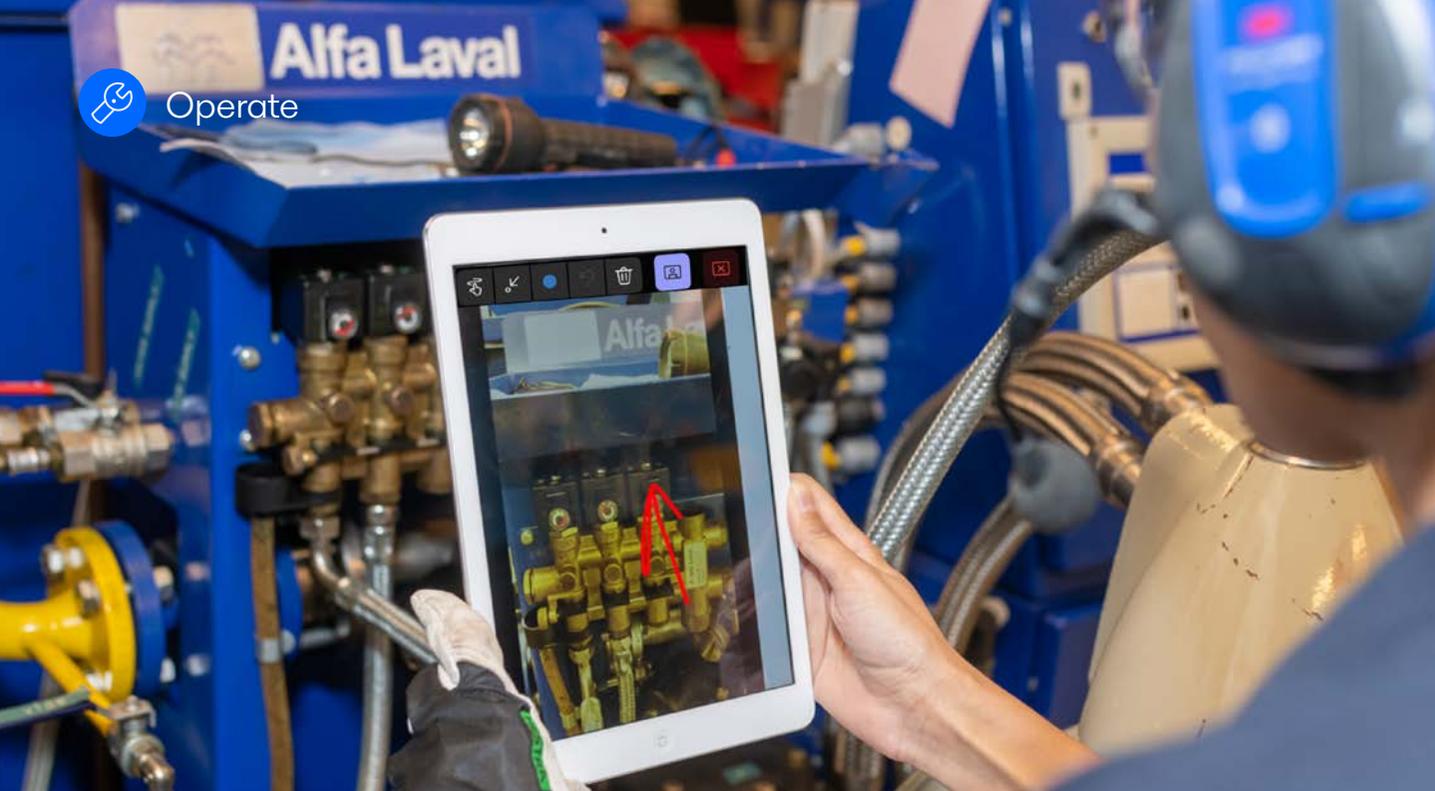
Alfa Laval

Remote troubleshooting

For vessels and power plants

Secure uptime and compliance with AR guidance
Available 24/7 through the Alfa Laval Marine Service network, remote troubleshooting gives you access to our equipment experts – anytime and anywhere. Using digital tools such as augmented reality (AR), we provide an interactive service visit with no travel involved. That removes travel costs, port agency fees and other barriers for attendance by a service engineer. It gets operators the fast solution they need, so they spend no time taking risks that can lead to accidents or equipment damage.

Our service helps you with:

- Reduced downtime
- Secured compliance
- Enhanced equipment performance
- Reduced costs and CO_2 emissions for attendance
- Immediate support that minimizes risks

Practical requirements
- WiFi where the equipment is located
- AR goggles, tablet, phone or computer
- High-quality headset suitable for noisy environments

The preferred platform is Microsoft Teams, where Microsoft Dynamics 365 Remote Assist should be integrated for the best experience. Alfa Laval will provide a Teams link for the online session. If you prefer to use another platform, our experts can be invited from your side.

How the service can be delivered

On site   Remotely   At service centres   On board   In dry dock

Remote trouble-shooting delivers immediate support

When a power plant in Mexico faced a technical challenge with the automation system of a fuel and lube oil purifier, an Alfa Laval service engineer provided immediate in-person assistance – without ever setting foot on site.

Using augmented reality (AR), our expert worked with the customer in real time, providing guidance to diagnose and resolve the issue. What would typically take days of travel and coordination was accomplished through a single online session. As well as saving time, it saved a significant amount of cost and the CO_2 for journeying to the site.

Remote troubleshooting like this marks a new era in customer care, where fast, efficient and more sustainable service solutions can be delivered straight where they're needed. It provides:

- **Immediate assistance** from experts to minimize downtime
- **Cost savings** through eliminated travel expenses and reduced service needs
- **Sustainability advantages** by avoiding flights and other travel-related sources of CO_2

Related services

- Troubleshooting

24/7 Service & Support

With service centres, field service engineers and spare parts distribution worldwide, our Alfa Laval Marine Service network is always on the job for you. When you contact our 24/7 Service & Support, our service experts coordinate everything to solve your need – across oceans, continents and time zones.

Contact Alfa Laval

Tell us your needs, and our team will make it happen.

www.alfalaval.com/contact-us/ service-and-support