

Fast support in sound and vision.



We support you in planning, developing, commissioning and optimizing machines and systems. In order to save valuable engineering time and reduce costs, we always offer you the right kind of professional support. Our remote support provides fast access to our services wherever you are, with on-screen visual backup.

Highlights

- Support is accessible with minimal notice
- Increased availability of machines and production lines due to:
 - Fast error analysis and troubleshooting
- No time-consuming travel or expense

Remote support

Remote support availability

You need support? In addition to phone support and site visits by our specialists, we also offer remote support – a focused dialogue and visual exchange.

What Lenze remote support offers:

- Fault analysis via Lenze software tools
 - Fault memory analysis
 - Oscilloscope measurements
- Explanation of drive functions
- Checks on drive applications and automation projects
- Analysis of application problems
- Creation of 'small' customer solutions (parameterization support)

How remote support works:

- Online communication tools used – Skype for Business and TeamViewer
- Only email and internet access is required, no additional software is needed
- Remote support enables communication via chat, phone, videos and shared desktops
- The online communication also makes it possible to chat, phone, transmit videos and share desktops

Lenze Americas 24-hour Helpline

US: 1+800-217-9100

Int'l: 1+508-278-9100

www.Lenze.com