

eWOL 7/05

Service Info

LOOS Teleservice - tried and tested in practice

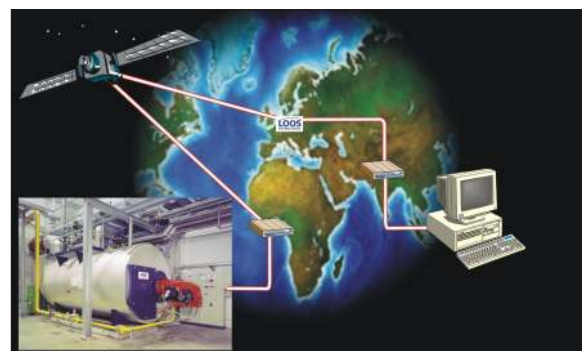
In addition to its excellent [customer service](#), LOOS has also been offering reasonably priced equipment and assistance by [Teleservice](#) for over a year now. The application possibilities are becoming increasingly diverse, because of the [integration of the LOOS control concept](#), and can be utilised individually in line with customer requirements. The new range of services has already proved successful in many cases, supporting start-ups, plant analyses, fault repair and the maintenance and repair of LOOS boiler systems.

Just a short time ago, the LOOS Service Centre received an emergency call from Africa. A customer had carried out some alteration works during the factory holidays and now wanted to start up production again. But the boiler system would not start. However, there was a positive side to this for the customer – just 6 months before, he had had a Teleservice package retrofitted. After the written declaration of agreement for remote access had been sent by fax, the LOOS service specialists dialled into the plant. After a brief analysis, the problem was quickly located: the control and regulating programs in the LBC boiler control memory were not there any more. The operator had not followed the specifications for the replacement intervals for the buffer battery, which is specifically intended to prevent data being lost in this way if there is no power for any length of time. When the system had been switched off for two weeks, the out-of-date battery could not maintain the required voltage, and the programs were lost. The problem was solved within minutes using Teleservice. The program, which was archived at the LOOS offices,

was uploaded, including the individual customer parameters, which meant that production could be started again immediately.

Because of the visa formalities, a visit by a customer service engineer would undoubtedly have taken a week to arrange, even with express service and under ideal conditions. Alongside the comparatively low costs for an on-site customer visit, the main savings were the massive costs of a production downtime over such a long period of time.

The customer wanted to continue to make use of the advantages of this rapid form of support in the future, too. By concluding a [LOOS Teleservice contract](#), the specialists in LOOS Customer Support now carry out analyses and make improvements to the plant at specific intervals.



Every new system with LBC is already prepared for Teleservice – and reasonably priced retrofit packages are available for older plants with LBC.