



Experts in Solid  
Dosage Technology

A Division of *Spraying Systems Co.*

# FLUID AIR

## SERVICE & SUPPORT

### RELIABILITY. FLEXIBILITY. DEDICATION.

When you purchase a system from Fluid Air, you gain access to fluid air's dedicated field service and support. Our field services staff will work with you on-site to install, qualify and start-up your new or refurbished fluid air system.

Each member of our field services staff possesses a thorough understanding of a wide range of solid dosage processing applications and a level of technical knowledge and troubleshooting expertise that only comes with years of experience.

Our field services staff is well-versed in the complicated issues or challenges that you may encounter— some of which may be unique to your specific application. We are always available for on-site, online, or phone support when you need us.

#### AVAILABLE SERVICES

##### SPARE PARTS

- Identify replacement and optional parts
- Handle quotations and process orders

##### UPGRADES/RETROFIT PROCESS

- Discuss options for upgrades and explore custom solutions
- Provide budgetary quotations/estimates

##### CONTROL SOFTWARE

- Computer-based/virtual system
- Automated, recipe based-controls for batch-type processes
- Single-instance controls (custom controls)

##### FIELD/REMOTE SERVICE

- System installations
- Process/equipment upgrades and retrofits
- Replacement parts
- Troubleshooting
- Telephone/internet support
- On-site support

## REMOTE SERVICE

In the event of system failure or malfunction, scheduling an appointment for field service isn't always an option. Remote service enables us to quickly connect to your equipment and provide direct, detailed technical support via the internet. Less costly than traditional field service trips, remote service also allows us to respond more quickly to time-sensitive situations, such as a system/software malfunction or if operating instructions are needed.

For emergencies, we will provide immediate troubleshooting/assistance through a short and effective intervention, with minimal downtime.

## FEATURES & BENEFITS

- Less costly than traditional field service visits
- Allows for faster response for time-sensitive situations such as system malfunction
- Secure and encrypted VPN
- Enables engineers to analyze and correct problems in real time via the internet
- Only the devices connected to the LAN ports are accessible
- No need to change the factory firewall (outbound over UDP or HTTPS)

## HOW DOES REMOTE SERVICE WORK?

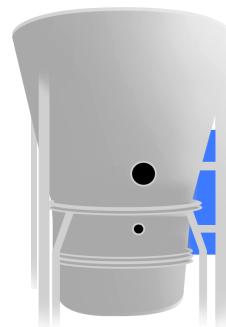
The first step is to set up an encrypted data link from your network to ours using virtual private network (VPN) tunneling software or a static IP address.

Once the secure connection is established, our engineers are able to work, from anywhere, directly on the machine(s) installed at your facility via the integrated on-demand router that links your system to your computer network/intranet. Each intervention is agreed to in advance, and data transfer is 100% secure.



Fluid Air HQ, Aurora, IL  
(Image © 2013 Google)

**Malfunctioning / Inoperable System**  
(Identified by end user / operator)



**Remote Computer**  
(Accessible by Fluid Air service personnel only)



**Secure Connection / Transmission**  
(Via integrated router)



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