

We are only a phone call away when every second counts

TRESU support engineers provide **troubleshooting and support** in case of unplanned stops to reduce your loss of availability. The TRESU Helpdesk can efficiently reduce the length and impact of unplanned stops.

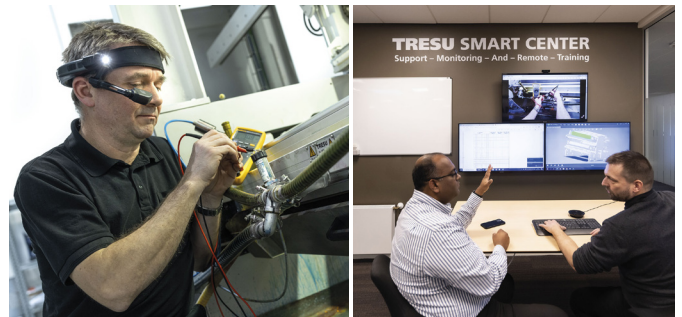
In a recent support case one of our customers could not get the printing line up and running as they could not build up pressure in the drying hood.

After a while the customer used his TRESU Helpdesk agreement and contacted TRESU's support engineers who were quickly able to identify the problem as excess debris in the drying hood.

After removing all the debris, the customer got the printing line up running again and was able to continue production within a short time after the initial contact to the TRESU Helpdesk.

In another case it turned out that the customer had in fact started trouble shooting but had difficulties locating the origin of the problem and needed support finding the root cause. After reaching out to TRESU Helpdesk the TRESU support engineers recommended the customer to use the TRESU RemoteEye concept and together with the customer quickly identified the origin of the problem and were able to get the printing line up and running again.

Both cases – and many other – are solved using the RemoteEye concept enabling TRESU's support engineers to both see what the customer is seeing and at the same time share contents, pictures, and instructions from the operator manual with the customer - with no need for a physical service visit – avoiding expensive service visits and excess downtime. For troubleshooting scenarios and 1:1 instant support, we can connect with most tablets, smart devices or smart glasses using the **TRESU RemoteEye** concept.



We offer two different Helpdesk solutions, but with both solutions we can access the TRESU equipment remotely in troubleshooting scenarios and help the operator solve issues faster and more efficiently by minimizing down time and costs.

With a TRESU Helpdesk solution, experienced and skilled TRESU service engineers can access the TRESU equipment remotely in troubleshooting scenarios enabling operators to solve issues fast and efficiently.

Availability	Unplanned loss	●●●●●●
	Planned loss	●●●○○○
Performance	Small stops	●●○○○○
	Slow cycles	●○○○○○
Quality	Print rejects	●●○○○○
	Startup quality rejects	●●○○○○
Fully productive time	Fully productive time	●●●●○○
Sustainability impact		●●●●○○

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TRESU

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