



How it works

Remote Support and Remote Monitoring utilize a field gateway to transmit decanter operating data to a secure cloud. The data is then accessible to authorized users in the Alfa Laval Internet of Things (ALIoT) platform.

Remote Support and Monitoring combines continual data acquisition on the ALIoT platform 24/7 with AR enabled remote customer support. Alfa Laval Service experts use the historical log of events to understand and solve the issue, then guide you through the service or trouble-shooting steps in a personal one-to-one session.

How the service can be delivered



Alfa Laval

Remote Support and Monitoring

For Decanter Centrifuges

Simplify and speed problem-solving for your decanter

With Alfa Laval Remote Support and Monitoring your decanters key running parameters are monitored in real time. Through the platform you have remote access to see all data for your connected decanters. You will receive operational alarms and, if needed, easy access to Alfa Laval expertise for troubleshooting.

The troubleshooting and service instructions are provided remotely, shortening the lead time, saving the expense and sustainability impact of field service engineer travel to your site. It's a smart, powerful, and simple way to support your decanters uptime and productivity.

Our services help you to:

- Reduce downtime
- Reduce maintenance costs



Case story

Winery finds sustainable solution to operational challenges with Remote Support and Monitoring

In the world of winemaking, every step of the production process is vital to ensuring the quality and consistency of the final product. For a winery in Argentina, their decanter centrifuge, a key component in the production line, was facing a vexing challenge during startup. In the crucial phase, vibrations arose, setting off alarms and hindering the proper functioning of the centrifuge.

Their Remote Support and Monitoring agreement allowed for an efficient and sustainable response to the challenge as an Alfa Laval technical expert was able to swiftly access and analyze the key performance data and alarms to address the issue. The excessive vibrations were found to be caused by stopping the decanter without completing a proper flushing sequence. Following recommendations, delivered remotely, from Alfa Laval the results were remarkable.

The Remote Support and Monitoring solution proved to be a prompt and effortless solution for the winery, offering benefits that went beyond just addressing the immediate challenges. By avoiding the need for an onsite visit from a field service engineer, the winery saved both time and money. The remote access to technical expertise provided by Alfa Laval minimized production downtime and enabled faster restarts. This led to increased overall uptime, ensuring a near-continuous production process with no loss of products or wastage of raw materials.



Through this solution, the winery managed to save an impressive 291 kg of CO₂e per person, underscoring their dedication to sustainable practices and their contribution to reducing their carbon footprint.

By subscribing to Alfa Laval's connected services, wineries – and other industries – can pave the way for a more sustainable and efficient future.



Other Services

[ConditionAlert™](#)

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