SYNTEGON
PROCESSING & PACKAGING

Remote Service Upgrade for your horizontal machine.

Secure service at all times for your Sigpack machines with Ethernet connection.

Faster than ever, the Internet of Things (IoT) is connecting both the virtual world of information technology with the physical world of industrial equipment. With innovative process and packaging solutions, Syntegon actively promotes this process for your benefit. Our Remote Service for your machines will establish full connectivity between your production line and our experts.

These services are based on a service agreement and the Syntegon Remote Service Portal. Please note that you will need to release access to a Syntegon remote connection on site. This can be done by key switch or HMI function button.

OUR SOLUTION

- Installation of MGuard as VPN router
- Key switch to enable the MGuard
- If necessary, replacement of existing Ethernet hub with a Ethernet switch
- Required software modifications and hardware component available

YOUR BENEFITS

- Less unexpected downtime
- Fast response times and expert service without delay
- Quick access to Syntegon expert knowledge
- No travel time and expenses
- Increased production availability and efficiency
- Secure VPN connection
- Full access control

Delivery contents:

- 1x MGuard VPN Router (MGuard RS 4000 TX/TX VPN)
- 1x Ethernet switch (included if necessary)
- Key switch
- Additional parts (cables etc.)
- Router Configuration
- Adaptation of electrical schematic
- HMI update
- Documentation
- Engineering
- Required software modifications and hardware components available

Suitable machines:

with requiered Ethernet connection

- Sigpack H-series flow wrappers
- Sigpack TTM and TTL topload cartoners
- LDM, LSF, DCI
- TRV transfer stations

Installation Information:

- Duration: Up to two working days
- Production shutdown: Approx. 0.5-1 working day per machine

A Syntegon Field Service engineer is necessary to install this upgrade.

Please contact us for a personal consultation. We are pleased to implement this service for you at your site. Your local Syntegon partner will answer any of your questions about this service and our broad offer of additional after-sales services.

Find your local contact partner:
WWW.SYNTEGON.COM/SERVICES

Remote Service