



REMOTE SUPPORT

New feature standard on Fusion Machines

A new remote support feature is now being included on all Fusion Brazing & Soldering Machines as standard equipment. This feature will allow us to troubleshoot machines remotely without going on site, reducing support costs and solving problems much faster. This device is a fully secure, SSL-based VPN tunnel.

Typically, if there is a machine problem, personnel from Fusion can log into the machine and offer help in many ways. We can look at PLC logic to help diagnose a problem, make program changes, download new programs, etc.

Any device on the machine with Ethernet capability can be supported remotely. These items include the PLC, robots, servo drives, motor drives, HMI panels.

With this device, anything we would normally do with our programming computer connected to the machine, can be done remotely. The customer simply needs to supply a connection to the internet. This can be a hard-wired Ethernet cable, or a wireless connection.

The device is compliant with the world's leading PLC manufacturers that offer Ethernet connectivity. Fusion machines can be supplied with the PLC of your choice - Allen Bradley, Siemens, Omron, or Mitsubishi.



VPN router device mounted inside control panel on Fusion machine.



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