REMOTE MAINTENANCE OF SUPPLY ENGINEERING WITH THE CENTERSIGHT® IoT PLATFORM

Safely distributing heat in large residential complexes requires high-performance heating systems, reliable hydraulics and pressure controls. Faults in such complex plants still require human intervention to be fixed, because there is no programming capable of reliably identifying all possible faults and fixing them. If there is no technician on site, networking devices through the Internet of Things (IoT) can serve as an alternative. Reflex Winkelmann GmbH and Device Insight, an IoT specialist, jointly developed a solution for this conundrum: Reflex Control Remote.

GOALS
The goal is both to simplify the maintenance of pressure controls and enable easy and efficient remote maintenance, e.g. to allow water to be refilled or the system to be bled remotely or automatically. Reflex Control Remote is meant to support trained operators, experienced professionals, customer service and technicians. Each of them should be able to access the plant simply from his or her office and get a direct insight into potential problems thanks to the distributed sensors. This saves on long trips to the plants.

STARTING POINT
All heating systems use pressure controls which ensure that the entire heating system is supplied with water and therefore warmth. Undetected faults can easily lead to total breakdowns. Preventing this – or identifying problems before they occur – requires a programmed control system that notifies technicians when required. This is the challenge for remote access solutions in plant technology.

“...We’re networking Reflex Winkelmann’s products using the CENTERSIGHT® IoT platform to allow customers worldwide to benefit from the resulting synergies. [...] The scope of CENTERSIGHT® matched the project plan. The hardware was compatible and the required Ethernet or wireless connections were supported.”

Tobias Wolff, Product Manager on “Control Remote” at Reflex Winkelmann
SOLUTION
Device Insight supplies Software as a Service: from data capturing to communications hardware and hosting. Device data are gathered and analyzed. Any plant equipped with the Control Basic and Control Touch controls automatically registers on the platform and can be serviced by a technician after authorization has been granted by the customer. Once the devices are in operation, the customer can access them independently, anytime and anywhere, using a browser. This saves on having to install additional software and helps to get the new solution up and running quickly. Device Insight hosts CENTERSIGHT® on fail-safe data-centers as Software as a Service.

ADVANTAGES AND BENEFITS
The “Reflex Control Remote” remote access solution uses sensors to monitor pressure and fill levels across the entire supply system. Should there be a fault which the control system cannot resolve by itself, a technician is automatically notified. Many of the diagnostic tasks which help to simplify maintenance can be done easily and efficiently via remote access. All Reflex Winkelmann GmbH has to do is manage the solution.

BENEFITS AT A GLANCE
→ Fault alerting
→ Remote diagnostics
→ More efficient utilization rates
→ Fewer and shorter downtimes
→ Reduced maintenance costs
→ Secure hosting

For more information:
www.device-insight.com

ABOUT DEVICE INSIGHT
Founded in 2003, Device Insight GmbH is a leading provider of Internet of Things platforms. The CENTERSIGHT® IoT platform is the company’s flagship product. It supports the global networking of machines, vehicles, facilities and devices in delivering functions including data acquisition, data analytics, reporting, remote services and alerting. Device Insight works in more than 15 countries worldwide with large enterprises and mid-size customers from various sectors, including machinery and plant engineering, HVAC, commercial vehicles, vending, transport, energy as well as the Connected Home sector.