

DIGITAL SERVICES

DIGITAL SERVICES FOR YOUR PRODUCT

Direct to your smartphone by scanning a QR code

up
to date

DIRECT TO YOUR SMARTPHONE BY SCANNING A QR CODE

Whether you're looking to start up your system complete with its drive technology or need rapid access to information to deal with a fault, we can help. Customers using our Online Support tool know they will quickly be able to find and access all the necessary details for their product.

What's more, our new product label will save you even more time from now on. A customized adhesive label incorporating a QR code ensures super-fast, mobile access to our Online Support tool's Digital Services. You can scan this code directly from the label on your product at its location of use. The unique code is identified and all the key information you need is then instantly available at the touch of a button.

This rules out the possibility of mistakes when copying the 18-digit serial number from the nameplate. There's no need to print out information material from your PC, either.

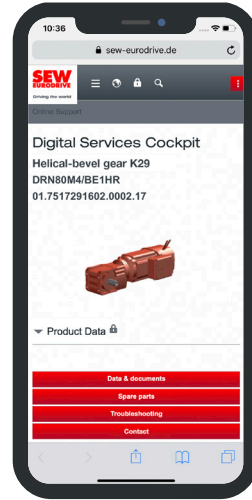
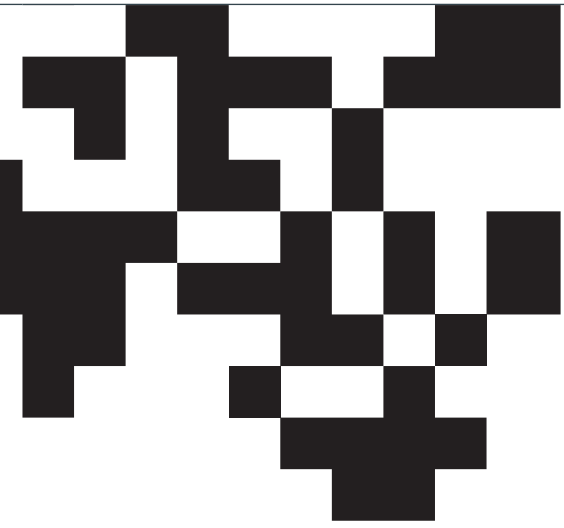
80%

**of our products are already
being delivered with
the new product label.**

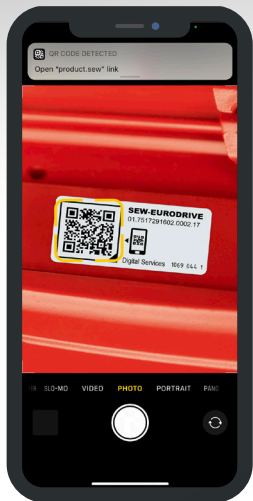
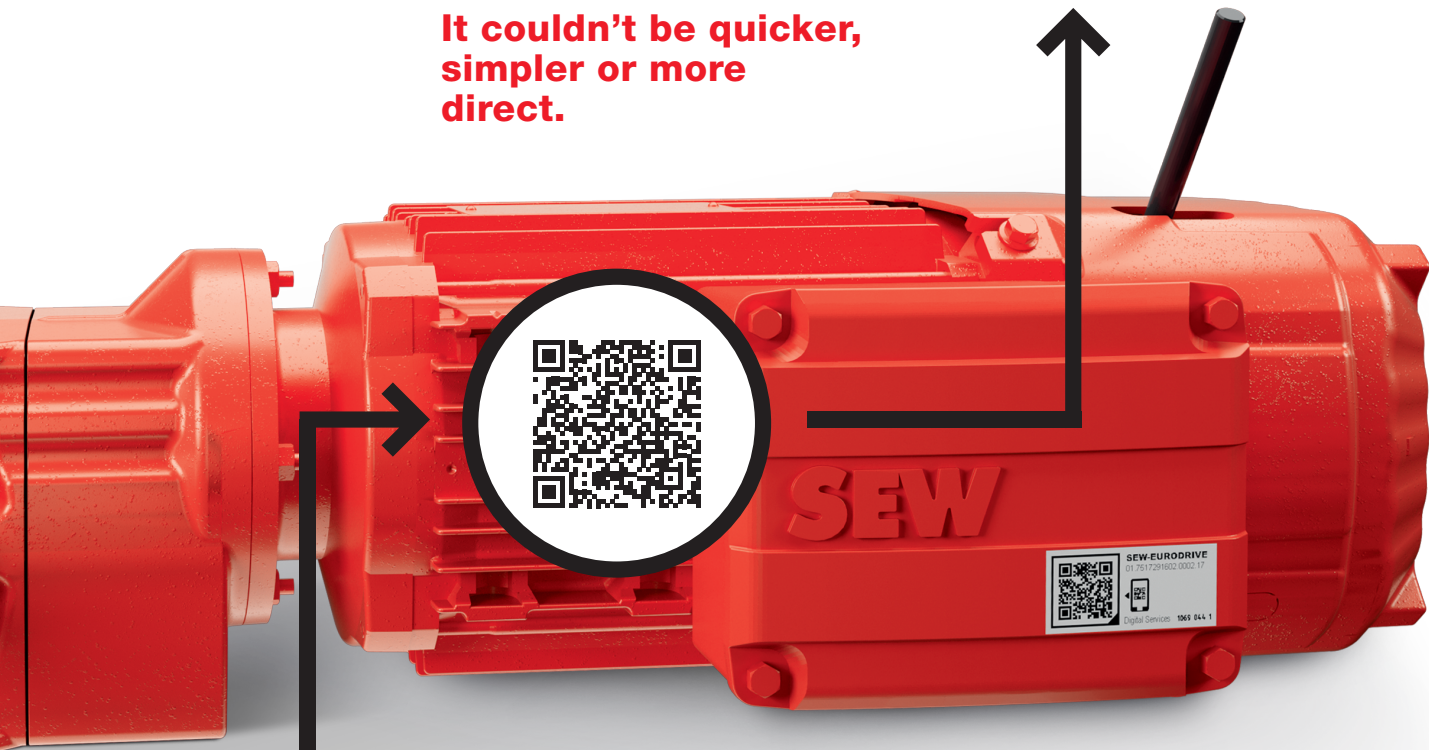
That's because the QR code already includes the serial number – it couldn't be quicker, simpler or more direct. Over 80 percent of our products are already being delivered with the new product label, and this proportion is increasing all the time.

Incidentally, you can scan in the code using either the standard function on your smartphone or our SEW "Product ID plus" app. If you use the standard reading function on your mobile device, it opens SEW-EURODRIVE's clear, user-friendly Digital Services Cockpit. If, on the other hand, you call up the QR code via the SEW "Product ID plus" app, it recognizes the serial number in the URL and you instantly obtain access to all product-specific details and functions from your normal app environment.





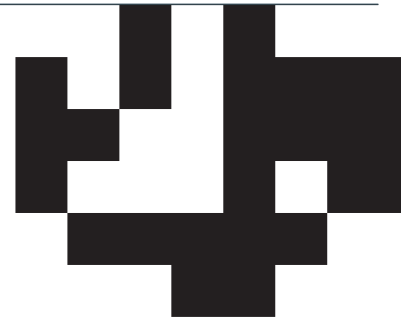
**It couldn't be quicker,
simpler or more
direct.**



**SEW Product ID plus App can be
found in the Apple App Store or
Google Play Store.**



YOUR BENEFITS - AT A GLANCE



THE ADDED VALUE FOR YOU

Preview



Immediate recognition of the product, complete with image, product designation, type code and serial number

Product data



Rapid access to all technical data for your product

Documentation



Quick access to product-specific documentation and manuals

Spare parts



Help with selecting spare parts through access to the spare parts drawing and parts list, plus the option of making a direct service request or ordering spare parts direct from your mobile device – around the clock

Troubleshooting



Rapid assistance in the event of faults thanks to digital fault analysis, with no need to spend time looking in operating instructions

Contact



Immediate connection to SEW-EURODRIVE's 24 hour service

➤ ARE YOU READY FOR THE FUTURE?

We certainly are! We're already preparing further services for you: Predictive maintenance, condition monitoring and startup assistance functions will soon also be available in your Digital Services Cockpit.

➤ YOU HAVE ANY QUESTIONS ABOUT DIGITAL SERVICES?

E-mail: online-support@sew-eurodrive.ca

up
to date



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