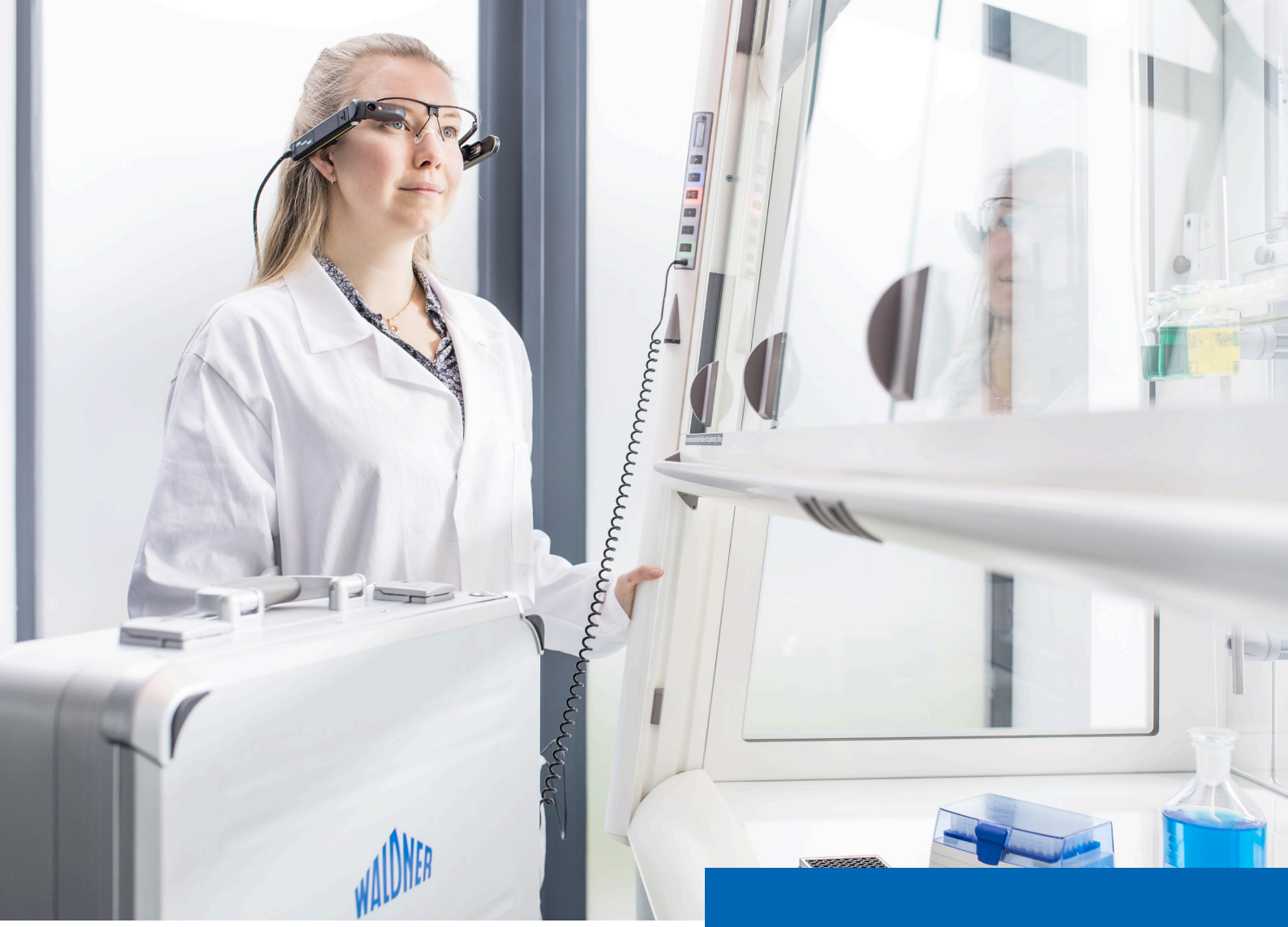


Fume Hood Master

REMOTE DIAGNOSTICS FOR FUME HOODS

WALDNER

FUME HOOD MASTER (FHM)

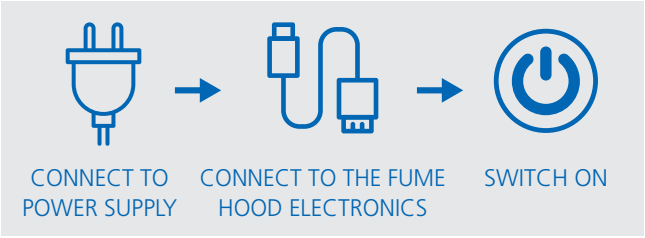
In the event of a fault on the fume hood, the initial diagnosis is normally carried out by a service technician on site. However, we use the advances in modern technologies to ensure faster and more cost-effective problem resolution. The FHM offers various communication technologies combined in one case, which enable simple and efficient remote diagnostics, so that a Waldner service technician no longer has to be on site.

The FHM establishes a worldwide connection between the Waldner expert and the various control and monitoring units on fume hoods. This means that the initial diagnosis can now be carried out by the customer's own in-house facilities personnel, guided by a Waldner expert. Previously, this was only possible by simultaneously using different channels - visually by sending pictures or video recordings and audibly by telephone conversations. The intervention in the control system was not possible at all. The FHM enables a faster response to faults, reduces unplanned downtime and cuts costs for the customer. The FHM can either be purchased in conjunction with the laboratory or can be delivered retro-spectively in case of acute failures.

ADVANTAGES OF THE FHM

SIMPLE HANDLING

No technical knowledge is necessary to operate the FHM. The case is simply connected to the power supply and to the fume hood electronics. Afterwards it can be switched on and used immediately.



FAST AND EFFICIENT PROBLEM SOLVING

The FHM enables a quick and easy connection to the support team, which allows a quick initial diagnosis. If necessary, the Waldner expert can also take corrective action during a software check and thus solve minor problems simply, quickly and efficiently.

PROVIDING SPARE PARTS

If a major repair becomes necessary, the Waldner expert can define the required spare parts and tools based on the remote diagnostics. Then he can prepare everything accordingly for the service technician.

COST REDUCTION

Since no service technician is required on site for the initial diagnosis, there are no costs for travel, accommodation, etc. The technician travels there together with the predefined spare parts and tools for the repair.

POINT-TO-POINT CONNECTION

The data transmitted between the user and the Waldner expert is encrypted and transmitted directly. No data is stored temporarily on a server.

TIME SAVING BY THE FHM

THE FHM IS AVAILABLE IN DIFFERENT VARIANTS

Variant / Components	FHM BASIC	FHM ADVANCED	FHM PREMIUM
Remote-Diagnostic-Interface	✓	✓	✓
Hotline	✓	✓	✓
Guest access	✓	–	–
AR glasses	–	✓	✓
Fog pen	–	✓	✓
Measuring device	–	–	✓

THE VARIOUS COMPONENTS

Remote-Diagnostic-Interface

The Remote-Diagnostic-Interface provides the connection to the various control and monitoring units on fume hoods. The FHM is accessed externally via an integrated mobile network router using a SIM card or, if no mobile network is available, by enabling a network connection with Internet access.

Hotline

The purchase of each FHM includes the use of the service hotline with 24/5 availability for the first year. In addition, depending on the variant - see table - the licences for the guest access or the AR glasses as well as the online expert support are included. From the second year onwards, these costs are charged as an annual flat rate.

Guest access

The Basic version includes a guest access. It is a software access, which can be used to establish a video connection from the expert to the customer's mobile device. This enables the Waldner expert to be visually on site and to assess the situation and the components in real time with the help of the user.

AR glasses

Starting with the Advanced version, the FHM includes AR glasses, which enable a point-to-point connection of video and sound between the user and the Waldner expert. However, this is more practical to use than the guest access, as the Waldner expert sees everything the user has in view. In addition, electronic documents and graphic representations such as points, arrows and lines can be projected into the screen of the AR glasses. In this way, simple adjustments or repair work on the fume hood can be carried out under the guidance of a Waldner expert.

Fog pen

The fog pen is also included from the Advanced version onwards. The electronic smoke test tube is used to visualise air flows. This allows the customer to see the air flow at the sash opening of the fume hood and thus to define possible problems.

Measuring device with hot-wire anemometer and differential pressure sensor

The Premium version also includes a measuring device with hot-wire anemometer and differential pressure sensor. Like the fog pen it specifies the problems that have occurred in the fume hood. While the fog pen only allows rough estimates, the measuring device quantifies the exact values of the incoming air velocity at the sash opening. This is intended to verify on site that the real values of the air flows match those in the control and monitoring equipment. This knowledge can clearly limit the possible defects in the fume hood and thus simplify and speed up the problem-solving process.

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