



3500 Remote Inspection and Diagnostic Services

Your organization relies on the well-established 3500 monitoring systems to protect critical machinery and plant assets.

In case of updates, troubleshooting, or accessing the event list for basic diagnostics, a qualified field engineer needs to be onsite to establish a direct connection between his computer and the rack.

3500 Remote Inspection & Diagnostic Services will provide plug and-play remote access to all installed 3500 systems, even to those that were installed without a dedicated communication option.

Basic Option

Our basic option is targeted to bring remote inspection services to all customers using a 3500 Monitoring System. Remotely accessing the configuration and event list files, it supports updates, troubleshooting, and basic diagnostics of the condition monitoring equipment.

For those customers who currently do not use a Transient Data Interface (TDI), the system builds on the serial interface available in all systems and provides an innovative and secure remote access for the first time.

Solution Overview Basic

Connectivity between the computer and the rack is provided through industry-standard modems supporting a variety of communication options. Access is usually read-only, secured by password, state-of-the-art encryption, and customer control. In a nutshell, this option can be considered as a remote extension of the 3500 system's serial interface.

Features

- Multiple connectivity options supported
- Customer controlled connectivity without the need for IT support
- High level of security through industry standard, password, and encryption
- Easy plug-and-play option available for 3500 systems without dedicated communication card
- Low-cost option, pay off after first usage



Figure 1 - Remote connectivity options.

Value

- Regular remote inspection via service contracts available
- Improved troubleshooting through support engineer
- Features event list analysis, rack configuration check, and firmware status
- Reports out on overall instrumentation health and recommends best practices
- Supports TIL check and life cycle status
- Enables basic machinery diagnostics

Advanced Option

Our advanced option is available for all customers using the 3500 Monitoring System equipped with a /22 TDI card. Building on a new firmware version, it supports a flight recorder functionality that essentially captures and stores detailed waveform data.

Data capturing can be configured for critical events, such as trips or startups and shutdowns. After downloading and converting, this data is compatible and ready to be used with the advanced analytic capabilities of System 1*.

Solution Overview Advanced

This solution is based on three key building blocks supporting the creation, download, and conversion of 3500 data.

Configuration – The Rack Configuration application configures the Transient Data Interface (TDI /22) to save data (alarm, transient, event and waveform data) under specified conditions.

Download – The data is moved from the TDI temporary storage to a file, either offline or online.

Analysis – The file is converted to a System 1* archive database and is available for advanced analysis by a machinery diagnostics expert.

Remote access is supported in several secure ways, including company networks. If a secure connection to your company network is not available, we also offer VPN routers utilizing 3G network dongles or a traditional VPN-connection.

Features

- Multiple network and wireless connectivity options supported (3G, ADSL, WAN, WLAN)
- IT security industry standards supported (VPN/IPSEC/Encryption)

Value

- Advanced root cause analysis without System 1*
- Functionality enabled through new firmware update for all customers with TDI
- Creation of high resolution alarm, event and startup/shutdown data
- Detailed configuration options of data capturing available
- Wide range of reliable remote connectivity options available
- Enabling setup of centralized diagnostic centers
- Capturing commissioning and startup documentation for future reference and diagnostics
- Up to 4 hours pre-event high resolution data available for diagnostic purposes

Summary

We would like you to engage with us in a dialogue based on your needs around the installed Condition Monitoring systems. Building on a range of technology and service options, we are confident to design your optimum solution.

	Basic	Advanced
Product	Remote Inspection	Remote diagnostics
Target Customers	3500 End Users and OEMs	3500 End Users and OEMs with TDI only
Prerequisites	/20 RIM, /22 TDI	/22 TDI + Firmware Update 1.6.0
Protocol	RS232	TCP/IP
Features/Benefits	<ul style="list-style-type: none"> • Multiple connectivity • No IT support necessary • Easy, secure plug-and-play • Instrumentation Health Check • Event list analysis, TIL check, life cycle status • Best practice recommendations 	All basic plus: <ul style="list-style-type: none"> • Alarm root cause analysis • System1* archive for documentation • Startup/shutdown analysis • Up to 4 yrs pre-event data recorder • Access to max. 168 dynamic and 1293 static samples in memory
Remote Connectivity	Analog ISDN GSM	G3/ADSL/WAN/WLAN/VPN/ IPSEC/Encryption
Service Options	Planned, reactive	Planned, reactive, System1* as a Service

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