

RUD REMOTE SERVICE

for conveyor technology, TECDOS drive technology & TECDOS mechanical engineering



WE SUPPORT YOU LIVE AND DIRECTLY

✓ Easy, quick and contact-free ✓ Fault resolution ✓ Component installation



MINIMUM EFFORT – MAXIMUM EFFICIENCY

RUD's Remote Service can help you:

- install and commission components and systems correctly
 - resolve faults and disruptions in operational systems
 - optimise system operations
 - reduce downtimes and standstill times
 - if you have general questions
-
- no additional travel costs
 - no need to wait for on-site help

THE BENEFIT TO YOU

- live consultation and support from our experts
- the reassurance that RUD components are installed correctly
- no travel costs and travel times
- flexible scheduling
- support fees charged by the minute
- no registration required



 **Arrange to meet us now!**

 **+49 (0) 36074-36642**

 **salesfa@rud.com**

LIVE CONTACT WITH OUR EXPERTS*

Contact our RUD experts in real time.

Together, we'll answer your questions and sort out your problems:

➤ **Problem diagnosis and resolution:**

If you experience problems with your system, our RUD experts can help you identify and resolve the disruption. Your real-time contact with our team of experts enables them to evaluate the situation on site, because they see exactly what you are seeing on screen, without having to come to your site. We help you resolve faults so you can restart operations as quickly as possible.

➤ **Installation and commissioning:**

Our experts can guide you through the commissioning of RUD components step by step, in real time. Our experts can provide practical instructions, installation guidelines and even drawings to help you with the commissioning process. The benefit to you is that you can avoid installing and using components incorrectly and prevent problems arising when the system is running.

➤ **Optimising system operations:**

If you want to reduce throughput times, cut process costs or simply get advice, we're here to help at any time. Use RUD's Remote Service to analyse your processes. Together with our RUD experts, you can analyse them in detail. Our expert can then offer bespoke advice and apply their many years of experience, to help you optimise operations.

➤ **General questions:**

Our RUD experts are happy to help you with advice at any time. If you need to resolve a problem or find out more about our products, simply use RUD's contact-free Remote Service.

*at an arranged time



RUD Conveyor & Drives



RUD conveyor technology

Combinable components & individual parts for conveyor technology, conveyor systems and mining. RUD offers you perfectly coordinated systems and components for horizontal, vertical and ascending conveyors.



RUD TECDOS drive technology

The RUD TECDOS team develops and produces drive solutions for rotating, lifting, moving, telescoping or pushing. In addition to the components range, TECDOS OMEGA and PI-GAMMA drives are also available as complete system drives.



RUD TECDOS mechanical engineering

Cool moves for heavy tools and bulky items: With the **RUD TECDOS TM TOOL MOVER** and the **RUD TECDOS TS TOOL SEPARATOR**, handling tools has never been so safe, efficient and effective in terms of costs or processing.



RUD industrial chains

RUD components are the first choice worldwide for leading hoisting equipment manufacturers. We also offer a wide range of round link chains for different industries and areas, such as food, fishing and awnings.