

INNOVATIVE TECHNICAL SUPPORT SOLUTIONS

911 Box for PLC and HMI Troubleshooting

Water treatment systems often have PLC and HMI issues at inconvenient times and need immediate resolution to their technical service issues. Enter the 911 Box. Developed by AdEdge Water Technologies, the 911 Box is a remote access device that is shipped overnight to the site and used to update and troubleshoot PLC and HMI programming issues. Remote services offer a cost effective service and maintenance solution. AdEdge’s certified technical support staff remotely troubleshoots through the PLC and HMI with the operator and makes any necessary adjustments without walking on site.

The 911 Box also allows AdEdge’s technical support staff to review operating and performance data, provide recommendations to optimize the system, and identify any corrective actions. Once the site is finished with the 911 Box, they ship it back directly to AdEdge hassle-free.

AdEdge offers remote access of PLC controlled systems from both an integrated and deployable approach. For systems without integrated support, the 911 box can be used in emergency or last-minute situations.



AdEdge’s 911 Box can be sent for on-the-fly changes and updates to PLC programs.

WHY USE AEDGE’S 911 BOX FOR YOUR TECH SERVICE NEEDS

- Real-time access of HMI for monitoring and trending.
- On-the-fly changes and updates can be made per customer request.
- Remote operator support and training.
- Next day service.
- Includes all necessary cables for quick connection any time...anywhere*.

*Cellular service at site required

CASE EXAMPLE: OUT OF WARRANTY SYSTEM HAS CRITICAL FAULT ON PLC

Billed to Customer	Without 911 Box	With 911 Box
Service Labor	\$950/day	\$150/hour (2 hour estimate)
Airfare/Rental	\$650	\$500
Rental Car	\$75/day	\$0
Parking	\$24	\$0
Per Diem	\$40/day	\$0
Total	\$2804	\$800

In the above example, a total savings of **\$2,004** was captured by a customer. The average program related service call can be resolved within two hours. With the 911 box, the technician can forgo the travel-related expenses and pass those savings to the customer.