

**DESMA**



Soul & Solutions for Global Success

# DESMA REMOTE & DIGITAL SERVICES

Connectivity platforms

[www.desma-usa.com](http://www.desma-usa.com)

»Well-established technologies and proven systems –  
DESMA's product portfolio has the right solution  
for every industry requirement.«

# DESMA REMOTE & DIGITAL SERVICES

## HIGH-TECH AND MAXIMUM EFFICIENCY – ALL FROM ONE SINGLE SOURCE

In today's manufacturing environment, production monitoring, process data collection and remote diagnostics are becoming more commonplace. Progressive companies look to partner with technology specialists to integrate machinery data, remotely monitor machine productivity and track production.

DESMA is a pioneer in the elastomer injection molding field with our **SmartConnect 4.U** platform, **Digital**

**Services Division** and remote service product offerings. This document highlights the various DESMA connectivity platforms **REMOS**, **SmartWall** and **SmartConnect 4.U**. Also outlined are the requisite **Connection Packages** available for remote service as well as yearly fees with the **SmartConnect 4.U** platform.

In addition to **Digital Services**, telephone support will remain available for all DESMA machines.

### 03 WHAT OPTION IS RIGHT FOR ME?



DESMA machines  
connectivity

### 04 REMOTE SERVICE DEVICE = **REMOS**



DESMA machine  
monitoring

### 05 NETWORK SAFETY + REMOTE SERVICE = **SMARTWALL**



Maximum security for future  
requirements

### 06 DESMA **SMARTDEVICE** AND **SMARTCONNECT 4.U**



DESMA service portal

### 07 DESMA REMOTE SUPPORT SERVICE



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additional information.

# WHAT OPTION IS RIGHT FOR ME?

## DESMA MACHINES CONNECTIVITY

With the variety of DESMA *Remote & Digital Services* available, deciding what option best fits your production can be overwhelming.

The below table provides a synopsis on the various options available.

|                      |          | BASIC REMOTE SERVICE BY DESMA USA | REMOTE SERVICE THROUGH SMART CONNECT COCKPIT | MACHINE NETWORKING W / ADDITIONAL SYSTEMS (FTP, OPC-UA, MODBUS ...) | LINK TO DESMA SMART CONNECT COCKPIT AND SMARTAPP | REQUIRES STRONG CUSTOMER IT SUPPORT TO ACHIEVE FULL FUNCTIONALITY | CAN BE SHARED AMONG MULTIPLE MACHINES |
|----------------------|----------|-----------------------------------|--|---|--|---|---------------------------------------|
| <b>HARDWARE TYPE</b> |          |                                   |  |   |  |   |                                       |
| <b>REMOS</b>         | WiFi     | X <sup>1</sup>                    |  |   |  | 0   | X <sup>1</sup>                        |
|                      | Cellular | X <sup>1</sup>                    |  |   |  |   | X <sup>1</sup>                        |
| <b>SmartWall</b>     | Ethernet | X <sup>1</sup>                    | X <sup>F</sup>                               | X <sup>F</sup>  | X <sup>F</sup>                                   | 0   |                                       |
| <b>SmartDevice</b>   |          |                                   | X <sup>2, 3</sup>                            |   | X <sup>2, 3</sup>                                | 0   | X <sup>2, 3</sup>                     |



SmartApp



SmartConnect Cockpit

### NOTES

- 1 Remote service via **REMOS** from DESMA USA requires a subscription plan or pay per use agreement.
  - 2 Remote service through **SmartConnect Cockpit** can be provided by DESMA USA or DESMA Germany and requires an annual per machine agreement.
  - 3 The **SmartConnect 4.U** enables the use of the **SmartConnect Cockpit** and associated suite of services for multiple machines. Each machine connected to the **SmartDevice** must be equipped with a **SmartWall**.
- F Firewall configuration only.

# REMOTE SERVICE DEVICE = REMOS

## DESMA MACHINE MONITORING

**REMOS** is a specially configured, portable router designed to connect your DESMA machines to a dedicated server at our USA Customer Care Center. By purchasing a **REMOS** device as well as a **Connection Package**, you can quickly and safely connect your machine to our USA based team of experts for remote technical support.

There are two types available; **REMOS SIM\*** or **REMOS WIFI**. **REMOS WIFI** connects to your factory wireless network and therefore must first be configured by our team to suit your network requirements. **REMOS SIM\*** utilizes a DESMA USA provided SIM

card and connects via mobile network thereby eliminating the need to access the factory network. For US based customers, the **REMOS SIM\*** option is popular as it avoids conflicts with factory networks and firewalls.

Once your **REMOS** is connected, our DESMA USA service engineers can provide high-level technical support plus offer suggestive corrective measures. **REMOS** allows DESMA to monitor your machine I/O cards, control voltages and check machine settings. By using **REMOS**, we can effectively adjust your machine to get back up and running.

**REMOS** is compatible with most Siemens, Bachmann and B&R based DESMA control systems such as:  
 DRC 1000 | KDM 1000 | DRC 2000 | DRC 2010 (B&R)  
 DRC 1210 | DRC 2010 | DRC 2020HT | DRC 1030 | DRC 2030

*» Saving your time and money with our portable **REMOS** device. «*

### REMOS STARTER KIT

|  |                    |
|--|--------------------|
| <b>REMOS Router Package</b>  | <b>\$ 3,750.00</b> |
| Pre-configured router, antenna and power supply<br>SIM card (part #206260) or Wi-Fi (part #209069) version |                    |
| <b>Introductory Connection Package</b>   | <b>\$ 500.00</b>   |
| 4 connections for 1 year beginning at date of purchase   |                    |
| .....  |                    |
| <b>Total REMOS starter kit investment</b>  | <b>\$ 4,250.00</b> |



REMOS Device

\* **REMOS SIM** is not available in Mexico and Canada

# NETWORK SAFETY + REMOTE SERVICE = SMARTWALL

## MAXIMUM SECURITY FOR FUTURE REQUIREMENTS

The DESMA **SmartWall** is the core building block of machine connectivity. **SmartWall** provides effective protection of your machine against malware such as viruses and trojans. This is especially important when networking for the purpose of data collection using methods like FTP, OPC or ModBus. While **SmartWall** can be pre-ordered on any new DESMA from the factory, it is also available as a field retrofit.

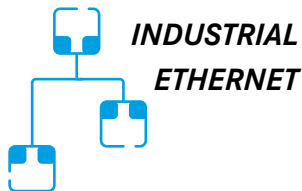
Each DESMA **SmartWall** is hard wired into each machine. In addition to providing firewall protection, the **SmartWall** may also serve as a remote diagnostics

device by connecting your machine to the USA Customer Care Center.

For each DESMA **SmartWall** to provide remote diagnostics, it requires factory configuration for use on your network. Configuration of the device occurs prior to shipment and is included in the below pricing. Installation is very straightforward however DESMA can offer field service installation if required.

For the North American market, the DESMA **SmartWall** is available in Ethernet configuration only.

**SmartWall** is compatible with Bachmann and B&R based DESMA control systems such as:  
 DRC 1020 | DRC 1030 | DRC 1210 | DRC 2010 | DRC 2020 | DRC 2030



### SMARTWALL

#### SMARTWALL ETHERNET

Configured, including cable and misc. wiring for one electrical cabinet part #207176

**\$ 2,400.00**

#### DESMA Field Service Installation, optional

**\$ extra**

#### Introductory Connection Package

4 connections over the first 365 days, optional

**\$ 500.00**

#### Typical **SmartWall** initial investment

**\$ 2,900.00**



SmartWall

# DESMA SMARTDEVICE AND SMARTCONNECT 4.U

## DESMA SERVICE PORTAL

DESMA **SmartConnect 4.U** is a service portal that can be added to existing DESMA equipment. **SmartConnect 4.U** builds bridges between the digital world and the industrial world – between DESMA and you. While **SmartConnect 4.U** allows us to assist with remote troubleshooting, it offers much, much more. For example, **SmartConnect 4.U** offers the opportunity for online collaboration with documentation sharing and white board messaging. This is possible with both our domestic and German based Customer Care Center. For USA customers, the basic **SmartConnect 4.U Package** includes **SmartApp**, with the ability to monitor the operational condition of your machines directly from your mobile device. Additionally, **SmartRemain** can be configured to generate and track machine preventive maintenance reminders.

**SmartConnect 4.U** also offers the capability to collect historical data for OEE (Overall Equipment Effectiveness) calculation utilizing the **SmartFocus**

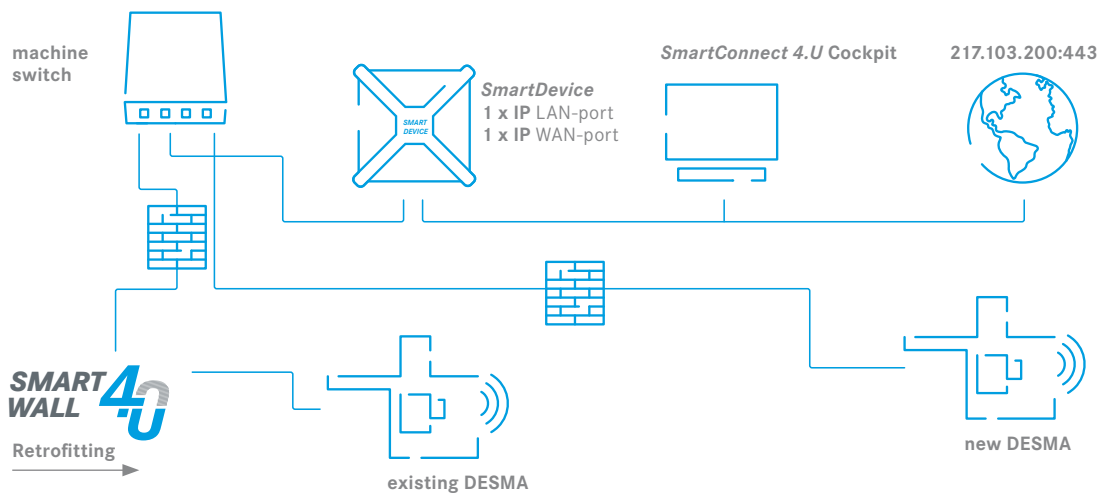
module. This can be a very powerful tool for the identification of trends as companies seek to optimize their operations. Key information can be configured and monitored in the **SmartConnect 4.U** customer cockpit.

As technology evolves, the **SmartConnect 4.U** platform will serve as the basis for even greater connectivity. For example, future developments within the **SmartConnect 4.U** portal will allow us to monitor and even alert even you regarding the condition of critical wear parts.

Is your organization active in planning for Industry 4.0, digitalization and the Internet of Things (IOT)? Let the **SmartConnect 4.U** and the DESMA **Digital Services Division** help.

**SmartConnect 4.U Packages** begin at \$ 1,200.00 per machine annually.

## SMARTDEVICE FOR SMARTCONNECT 4.U – TYPICAL ARCHITECTURE



# DESMA REMOTE SUPPORT SERVICES

Staying connected with DESMA's Customer Care Center is easy. With us you are just a phone call or an internet connection away from comprehensive support. Various platforms exist to assist you including **REMOS, SmartWall** and **SmartConnect 4.U**. All platforms require an active connection package and/or a yearly subscription service.



**REMOS, SmartWall, SmartConnect 4.U** support via DESMA USA is available Monday to Friday, 8:00–5:00 pm EST. **SmartConnect 4.U** support can also be made available with the DESMA Fridingen Germany Hotline Department during normal business hours (Central European Time) in Germany.

## **REMOS, SMARTWALL – SINGLE CONNECTION FEES**

|   |                  |
|---|------------------|
| Standard connection<br>per single connection (troubleshooting incident) | <b>\$ 250.00</b> |
|---|------------------|

## **REMOS, SMARTWALL – COMPREHENSIVE CONNECTION PACKAGES**

|   |                                       |
|---|---------------------------------------|
| 6 connection package over a 365 day period  | <b>\$ 1,200.00</b> (save \$ 300.00)   |
| 12 connection package over a 365 day period | <b>\$ 2,220.00</b> (save \$ 780.00)   |
| 18 connection package over a 365 day period | <b>\$ 3,150.00</b> (save \$ 1,350.00) |

## **SMARTCONNECT 4.U – YEARLY SUBSCRIPTION PACKAGES**

|   |                    |
|---|--------------------|
| <b>SmartConnect 4.U</b> Basic, per year per machine | <b>\$ 1,200.00</b> |
| <b>SmartConnect 4.U</b> Plus, per year per machine  | <b>\$ 2,000.00</b> |

## **TELEPHONE SUPPORT FROM THE DESMA USA CUSTOMER CARE CENTER**

DESMA USA continues to provide telephone support and troubleshooting for our customers especially with older machines. The fee structure for telephone support is the following:

|  |                     |
|--|---------------------|
| First 15 minutes free                              |                     |
| After 15 minutes:                                  |                     |
| Phone support rate, 1 hour minimum, 2 hour maximum | <b>\$ 175.00/hr</b> |

If additional support is needed, a field service option will be presented at his time.



Just scan it to go directly  
to our website!



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