Reliable service from a distance: With the WAGNER teleservice an expert from the WAGNER service team can access your system directly via remote maintenance. In case of a service requirement you will receive support quickly and easily.

Your advantages

Fast and effective support
The WAGNER teleservice provides reliable assistance.
Completely without travel or set-up times.

Productivity increase
Direct troubleshooting will ensure your production efficiency.
Maintenance costs are also reduced.

Secure connection
The connection of the remote maintenance module is secure and powerful
at the push of a button.

Expert support
Qualified WAGNER experts are online to assist you at all times.

Application areas:

- Support during system commissioning
- Support during production
- Support with the daily operation of your system
- Support for troubleshooting
- In combination with the WAGNER service app and / or COATIFY you can benefit from further advantages.*

Download on the App Store

GET IT ON Google Play

*WAGNER service app: The audio and video transmission makes your communication with the WAGNER service expert even easier. More info: www.wagner-group.com/service-app

*Information and management platform COATIFY: The web-based Internet of Things platform allows the intelligent visualization of coating systems. This way, you are always well informed about the current system status.

Technical information

The **WAGNER remote maintenance module** can be directly connected to controls with an Ethernet interface. Controls with an MPI interface can be connected via MPI Ethernet adapter.

Connection to network-compatible PLC

Connection to PLC with MPI interface
MPI Ethernet adapter required for LAN connection

Availability for remote access

	Standard Systems	Engineered Systems (Controls)		
	• ProfiTech M • ProfiTech S • IPS • WSC eXpert S • E-Line • C-Line • SprayPackE • PXE, PXM, PXS • 2K COMFORT • 2K Smart	• S7 – 1200/1500 • S7 – 300 (with Ethernet interface) • Beckhoff	• S7 – 300 (with MPI interface)	• S5 / DigiTec
Installation set	●	●	●	
Remote maintenance module	●	●	●	
Type of connection: LAN, W-LAN, GSM, VPN (individually selectable)	○	○	○	
MPI Ethernet adapter required			●	
Remote access not available				●

● Required   ○ LAN, W-LAN or VPN optionally selectable

Order information remote maintenance module (hardware)

Article	Article number
Remote maintenance module with LAN connection (for VPN please contact remote service team)	2422160
Remote maintenance module with GSM* only possible with antenna *The SIM card is not included.	2422161 (4G Global) 2400547 (antenna) 2400548 (optional with extension cable)
Remote maintenance module with Wifi connection	2422162
MPI Ethernet adapter	2359890
Installation kit remote maintenance	2340037

Other countries and configurations on request. Installation accessories may be required. The use of the remote maintenance service will be charged separately – either via an annual flat-rate invoice or as a separate invoice for each individual service request. We are happy to advise you.