

Remote expert services

Digital real-time support by process technology experts



↑ Remote service of an inhouse repair coordination

Agile access to the know-how from one of the global leaders for graphite and SiC equipment and systems. This is our promise, only requirement for you – an internet connection.

Expert services and advice at the right time, at the right place, at the right costs is of crucial importance for efficient and agile handling of different scenarios like instant remote support for trouble shooting, damage evaluation, repairs, start-up/commissioning or even new equipment inspection at our manufacturing plant.

SGL Carbon developed and offers comprehensive remote services to bring all advantages to you. As a truly global company we have expertise around the world. It is now possible to provide you direct access to this know-how independent from your location(s) and without delay due to travel planning or its related travel costs.

Customer benefits

- **Agile:** direct access to SGL Carbon global expert network when and wherever you need it, independent from your location
- **Easy-to-use:** no special hardware required, only an internet connection (works with any desktop standard browser or mobile device)
- **Economic:** no travel costs for on/off site visits
- **Ecologic:** environmentally friendly, no travel emissions
- **Efficient:** efficient resource utilization, ex. e-FAT used to save you travel time
- **Transparent:** optional live stream documentation of the expert services

Overview of the product

- 1-click access via your desktop web browser or alternatively with mobile App access
- Remote factory acceptance tests of new equipment (e-FAT)
- Remote installation, start-up and commissioning support
- Remote on-site damage analysis
- Remote in-house damage and repair coordination
- Live stream documentation (optional recording of remote services)

Detailed information of the offer/products

Service offer	Details
Easy-to-use	<ul style="list-style-type: none"> • Contact SGL Carbon via any communication channel and coordinate your remote request • SGL Carbon will internally allocate the expert and set-up the remote service • You will get guidance and a 1-click access via a link by email, no special hardware necessary • You are connected to the expert (they will guide you through all steps that follow)
Remote Factory Acceptance Test (e-FAT) at SGL Carbon site	<p>Inspection of new or repaired parts and equipment at SGL Carbon site before delivery is common. SGL Carbon developed an efficient and structured step-by-step approach to execute this by an e-FAT, of course we can also follow your individual inspection needs.</p> <ul style="list-style-type: none"> • Guided step-by-step inspection before delivery • Customized to your specific needs • Documentation by live stream recording possible • Costs and resource saving vs an inspection visit by your employees • e-FAT is also applicable for repaired parts and units
Remote installation, start-up and commissioning support at your site	<p>Correct installation and start-up is crucial for a successful operation. We support you and your team directly via remote expert service or in more complicated cases guide the SGL Carbon local team by our global experts for the specific task.</p> <ul style="list-style-type: none"> • Direct remote service to your team • Local SGL Carbon team guided by global SGL Carbon experts via remote services
Remote damage analysis at your site	<p>Fast and efficient initial support is crucial to determine the necessary steps for agile and proper damage handling. Questions like, "can it be repaired on-site or must be shipped to the manufacturer's site" must be decided, these have an impact on downtime and costs.</p> <ul style="list-style-type: none"> • Fast expert support for on-site damage analysis and remote guidance in order to define the necessary next steps (such as to prevent consequential damages) • Guidance on emergency repairs (if applicable) • Reduction of downtimes
Remote inhouse damage and repair alignment at SGL Carbon site	<p>In-house damage analysis of your equipment at an SGL Carbon site will reveal the details needed for a repair. The repair strategy and scope will depend on your requirements. SGL Carbon aims for full transparency and partnership with you at this stage. Remote inspection of the damage and a discussion with our repair expert is of high value.</p> <ul style="list-style-type: none"> • Full transparency on damage evaluation (step-by-step guidance through damage assessment and repair options, e. g. leakage testing, spark testing etc.) • Discussion and alignment on repair strategy and scope • Fast and transparent cost-/ benefit analysis of repairs for your further decision making • e-FAT options also for repairs (e. g. TÜV/ASME/NBIC approval, final pressure testings of unit) • All, possible remotely from your desk
Documentation	<p>Any remote service session can be recorded as an option. The recorded live stream can be shared and used as documentation of the activity. Safety and data privacy are key. Any recording will be only on your specific request, clearly visible when active and at start of any recording we will ask at that time for your permission.</p>

