

Vindur[®] Cockpit.

The digital
Service Centre.

Smart Service – safe as can be.

Our networked portal for your climate requirements.



Safe – optimal service.

In the event of faults in air-conditioning units and systems in complex and critical infrastructures, rapid action is crucial. Thanks to intelligent networking, we offer you effective solutions for reliable, user-friendly services. This means we always keep an eye on your devices and can usually access them remotely in case of faults or problems and provide solutions if necessary.

The Service Technicians also save valuable time because they can perform status checks, alarm management and troubleshooting as well as adjustments and fault rectification via Remote Service. And if an on-site visit is necessary, our Service Team will be fully informed and prepared. An advantage for you!

Regulated, maintained, taken care of.

Vindur Cockpit – a solution that pays for itself.

Fast – reliable status management.

With our alarm system, you receive immediate notifications about the status of certain devices – such as faults or warnings – via e-mail and/or SMS. The dashboard gives you an overview of all the connected devices, including status and message history.

Efficient – targeted Remote Service.

Our Service Team can access the devices control system online via a secure encrypted connection. This enables targeted analyses in the event of a fault, allowing us to decide remotely what measures need to be taken and whether an on-site Service Visit is necessary. In addition to minimising your downtime, safeguarding your data security is top priority for us.

Ideal – customised solutions.

With Vindur Cockpit, we offer you a reliable and optimally coordinated Service Solution. Thanks to numerous configuration options, you can adapt it precisely to your requirements.



Our highlights:

- Rapid response to incidents
- Greater operational safety and efficiency
- More effective maintenance operations
- Reduction of life cycle costs
- Certified security for all network connections

Devices and status management.

Keep an eye on your systems at all times - with Vindur Cockpit.



Status messages, alarms and other "signs of life" from your devices and systems are sent to the Vindur Cockpit. From there, they are forwarded simultaneously to our Service Control Centre or our Service Emergency Response Team and to the people you designate - 24 hours a day, 365 days a year. This means that poor operating conditions and prematurely required maintenance intervals are detected at an early stage.

You can also access the Vindur Cockpit web interface and get an overview of your monitored devices, diagnose their status and view the history of all current and past status messages.

The advantages:

- Everything in view: immediate information in the event of a fault
- Around the clock: 24/7, 365 days a year
- Full control view: devices and messages can be viewed at any time
- Reliable: automatic logging

Keeping everything running. For sure.

Targeted analyses with Remote Service - always one step ahead.

The Remote Service maintenance solution guarantees maximum end-to-end security and ensures that nothing and nobody can access systems and devices without authorisation. The solution is based on modern security concepts such as the Purdue model (PERA).



Structure of the solution.

With Vindur Cockpit, we offer a turnkey solution that securely and easily combines status management and remote access. Our platform provides secure remote access worldwide, enabling our staff to perform all remote maintenance tasks in a secure environment. Our aim is to exceed industry standards and offer a solution that fulfils international safety requirements.

We get you fit for the future.

Our Service Portfolio.

	Premium	Advanced	Basic	Flexible
On-site Service Contract	✓	✓	✓	
Remote Service for secure access	✓	✓	✓	✓
On-call Service 24/7	✓	✓	✓	✓
Status management for monitoring the devices and systems	✓	✓	✓	
Message database for master data and configurations	✓	✓	✓	
Online Service	optional	optional	optional	
Fast response time by phone	max. 4 hours	max. 4 hours		
Fast response time of Service Technicians on site	max. 8 hours	max. 24 hours		

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Our services - lots of good reasons:

- ▮ Global service network
- ▮ Wide range of preventive maintenance
- ▮ Reliable spare part supply
- ▮ Special deployments available any time
- ▮ Certified proper disposal of outdated devices

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Passion for Climate.