



WEBSITE NEWS

PROCESS MALFUNCTION DURING SAWING: WIKUS OFFERS DIGITAL TOOL FOR AUDIOVISUAL REMOTE SERVICE

Faster in the picture, faster in operation: with the new free service tool, WIKUS is expanding its technical support to provide immediate help with sawing challenges.

Spangenberg, January 2, 2024: The new service tool from WIKUS-Sägenfabrik enables its service technicians to view the customer's on-site situation remotely via live video and directly help with sawing processes or on the bandsaw machine.

What the new audiovisual technical support offers

As a provider of sawing solutions and comprehensive consulting services, the expert technical service of WIKUS is being further expanded digitally:

"The [audiovisual remote service from WIKUS](#) is easy and convenient for our customers to use via smart phone or tablet. In the past, it was often possible to communicate only by telephone and explain the situation verbally in the event of a malfunction during sawing operations – but now the service tool can transmit a live image of the situation on site," says Nico Scholze, Technical Service Germany.

It is often the case that a technical question can be answered or a fault rectified and machining can start again immediately.

"If there is a major malfunction in the saw drive, we can assess the situation and can come to the site with the right equipment. Both scenarios save time and money," adds WIKUS service technician Patrick Lenort.

Of course, on-site visits by WIKUS service technicians will continue to be carried out if necessary.

How you benefit from technical support as a WIKUS customer

Whether when using the sawing solutions or for immediate assistance in the event of malfunctions: thanks to the new service tool, WIKUS can support its customers even better in solving problems and gaining important insights for later issues.

Image material

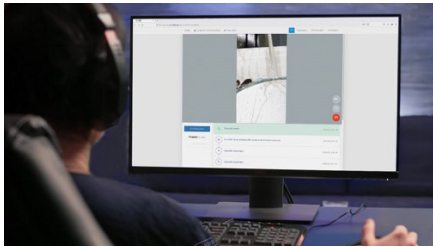


Fig. 1: The WIKUS service technician can place markers on relevant areas in the video image. This shortens the classic telephone call and helps the technician resolve issues more quickly.

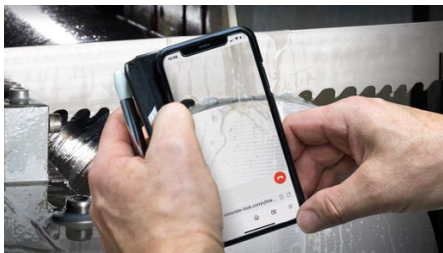


Fig. 2: The issue is recorded on site by the customer and transmitted directly to WIKUS support via live video, thereby allowing both sides to more efficiently exchange information.

About WIKUS

WIKUS – TOP QUALITY “MADE IN GERMANY”

WIKUS is one of the world market leaders in metal sawing and Europe’s largest band saw blade manufacturers. Customers from steel production/trading, foundries, machine/tool making, aerospace, automotive, construction, energy, and many other industries rely on the highly efficient solutions of WIKUS.

With the best input materials, state-of-the-art production procedures, and ongoing quality controls, the WIKUS sawmill from Spangenberg in northern Hesse has been guaranteeing the highest standards in the production of high-tech band saw blades since 1958. The family-run company also sets considerable product and technology trends in the market thanks to its innovative prowess. In addition to its high-performance product range, WIKUS offers comprehensive service packages tailored to the respective product. Partner companies as well as sales and service companies worldwide offer qualified personal support on site.

WIKUS Saw Mill

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