



## Remote Diagnostics: Reduce Machine Downtimes to a Minimum

### Hatz Service Solutions

Customer  
problem 1



2



Service  
contact 3



4



HDS<sup>2</sup>expert  
initial diagnosis 5



We are continuously striving to make the lives of machine operators easier. With our Remote Diagnostics service feature, we integrate the Hatz diagnostics tool HDS<sup>2</sup>expert with the Hatz IoT module, unlocking new possibilities for remote diagnostics and maintenance.

This integration allows for quick identification of error sources, minimizing downtime. In addition to the diagnostic functions of the HDS<sup>2</sup>expert, ECU updates and data record changes can also be performed remotely.

Targeted troubleshooting enables our customers to connect with their on-site service partner and conduct a structured initial diagnosis. Ideally, the cause of the fault is identified immediately, allowing for prompt action to be taken. Even if maintenance or repairs cannot be performed on the machine right away, guided troubleshooting helps to keep downtime as short as possible.

With a clear understanding of the fault's source, the Hatz service partner can bring the necessary tools and maintenance parts directly to the location. This significantly reduces the time needed for the required actions, ensuring that the machine is back in operation as quickly as possible.



## Customer benefits through remote diagnostics



Fast first aid



Reduced service costs  
for the customer



Shorter downtimes



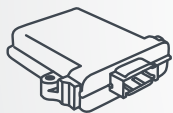
Reduced resource expenditure  
for the service provider



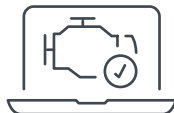
Some problems can be fixed  
completely remotely

## Purchase options

### Option A:

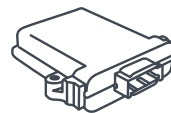


IoT module



Remote Diagnostics  
licence

### Option B:



IoT module



Performance tracking  
(incl. remote diagnostics)

## Technical requirements (hardware)

For the service provider:

**HDS<sup>2</sup>expert**



For the customer:

**Hatz IoT Module**

