

Pioneering for You

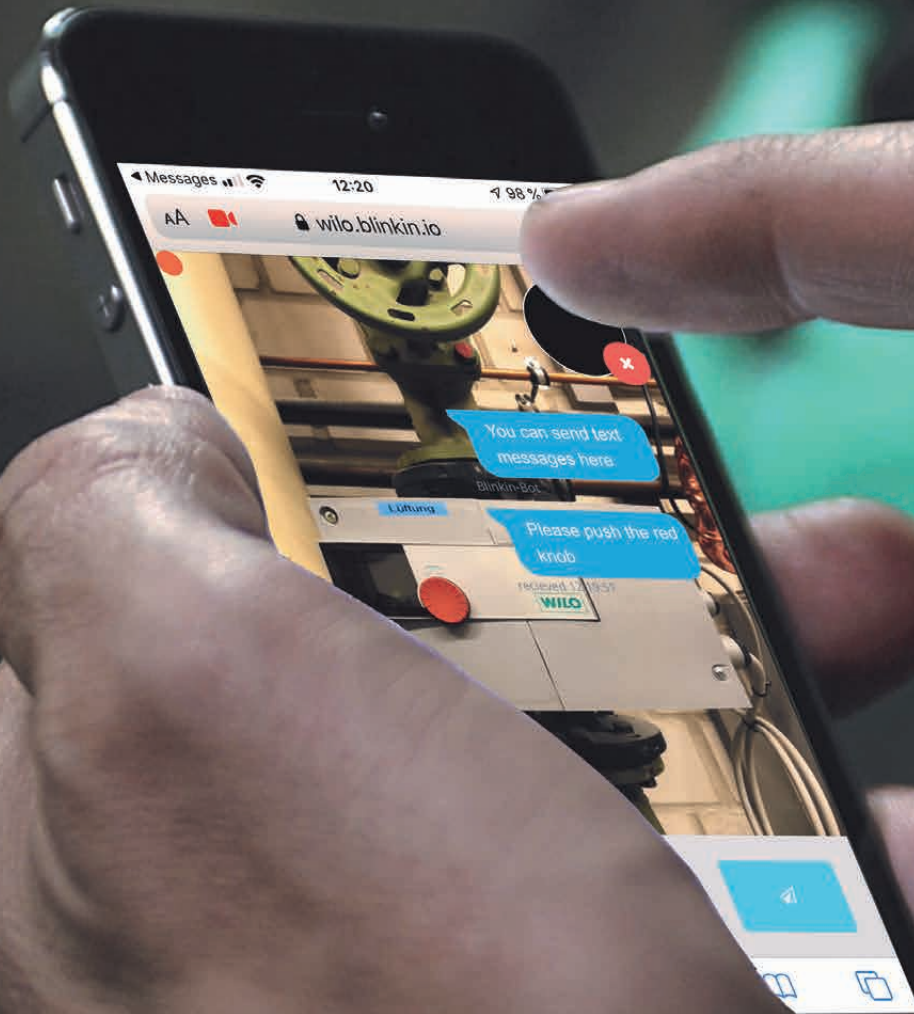
wilo

Service product brochure

Wilo-Live Assistant

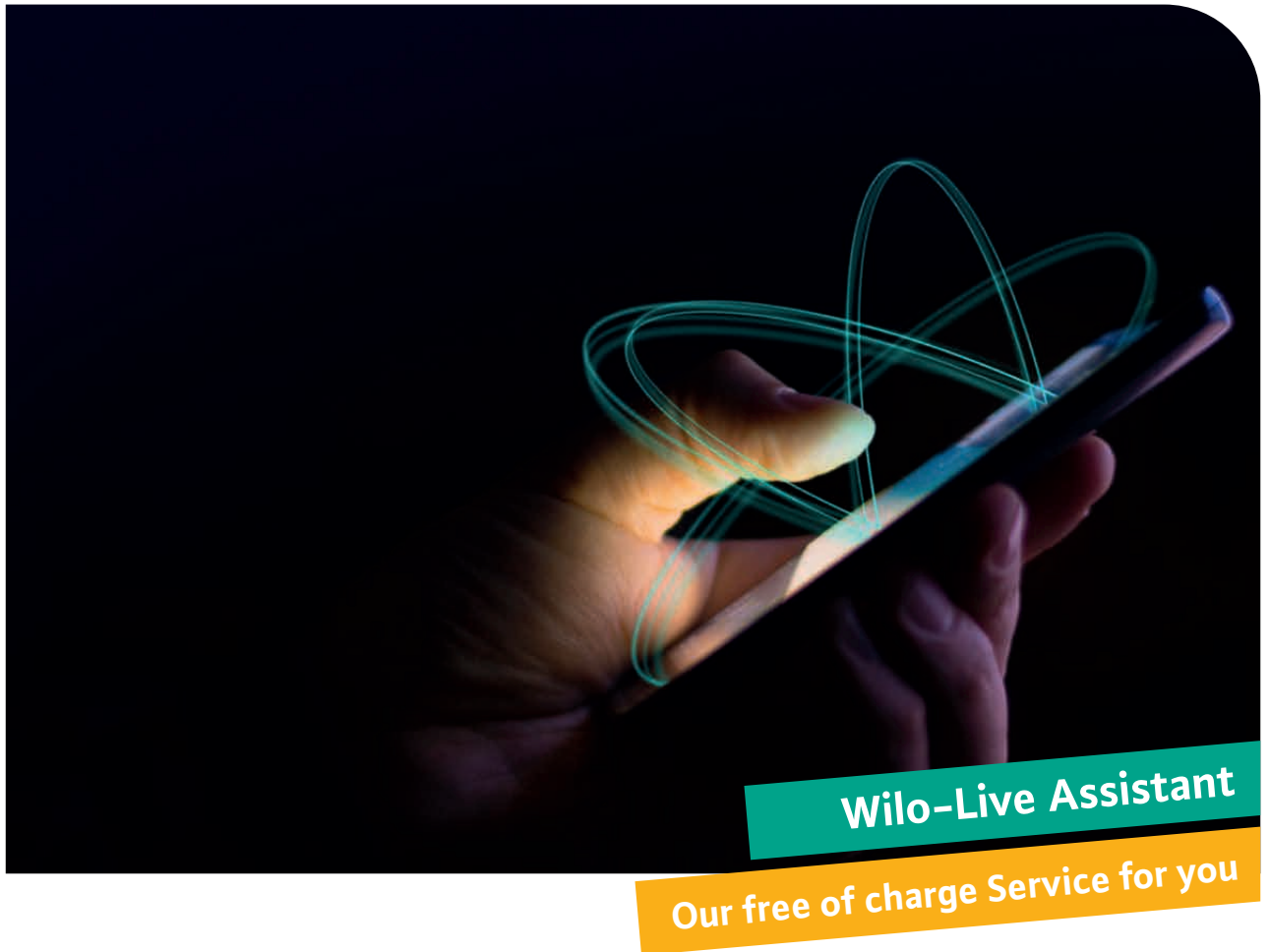
We help anyone. With anything.
Anywhere!

Our
digital
Service
for you



Wilo-Live Assistant

Our Service



Our Wilo-Live Assistant enables our Wilo specialists to identify, diagnose and resolve your technical issue in a quick and convenient way. By using the real-time video platform of the Wilo Live Assistant, we can determine the failure remotely and fix it.

The Wilo-Live Assistant is a working platform which works via the browser.

Our Wilo-Live Assistant is a dedicated solution for already installed pumps and systems and our Service is for you free of charge.



1 Self Service

- for all customer groups
- product independent



2 Functionality

- web-based working platform
- no App required
- with highest security standards



3 Benefits

- personal live contact to our Wilo specialists
- ad-hoc solution finding



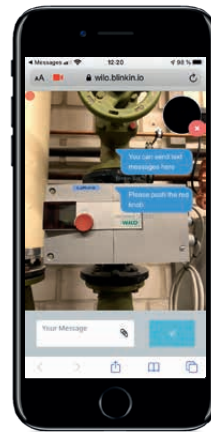
4 Preconditions

- smartphone
- with an existing internet connection (3G or higher)
- and an internet browser which supports web-based video transmission (Chrome, Opera or Safari)



5 Contact

- contact your local Wilo Service
- you receive a joining link per SMS or e-mail



6 Visualisation

- Wilo specialists can see what the customer sees
- visual knowledge transfer
- visual documentation



Pioneering for You

WILO SE
Wilopark 1
44263 Dortmund
Germany
T +49 (0)231 4102-0
F +49 (0)231 4102-7363
wilo@wilo.com
www.wilo.com