

Da: Cupini, Claudio WI/IRM-SIPI <claudio.cupini@schaeffler.com>
Inviato: venerdì 21 giugno 2024 12:01
A: officina@rem-motori.it
Cc: Alfredo Evangelisti; Degiorgi, Giacomo WI/IRM-SIPP
Oggetto: I: Repair request 12026918 for Optime Sensor has been received
Allegati: SR-SR-12026918.pdf

Ciao Angelo,

ecco la lista dei sensori di cui ho chiesto di spedirvi unità sostitutive in garanzia per anticipare eventuali segnalazioni di *battery low* dal sistema OPTIME in ACEA (**ad oggi NON PRESENTI**):

/REM Patrica FR/ACEA Ambiente/Mesh Network/Process Area/LINEA 1/COMPRESSORE A/SENSORE 2 MOTORE LATO GIUNTO
/REM Patrica FR/ACEA Ambiente/Mesh Network/Process Area/LINEA 1/POMPA ALIMENTO CALDAIA B/SENSORE 2 MOTORE LATO GIUNTO
/REM Patrica FR/ACEA Ambiente/Mesh Network/Process Area/LINEA 1/VENTILATORE ARIA SECONDARIA/SENSORE 2 MOTORE LATO GIUNTO
/REM Patrica FR/ACEA Ambiente/Mesh Network/Process Area/LINEA 1/VENTILATORE ESAUSTORE 43/SENSORE 4 VENTILATORE LATO OPPOSTO GIUNTO
/REM Patrica FR/ACEA Ambiente/Mesh Network/Process Area/LINEA 2/POMPA ALIMENTO CALDAIA A/SENSORE 2 MOTORE LATO GIUNTO
/REM Patrica FR/ACEA Ambiente/Mesh Network/Process Area/LINEA 2/VENTILATORE ARIA PRIMARIA/SENSORE 3 VENTILATORE LATO GIUNTO
/REM Patrica FR/ACEA Ambiente/Mesh Network/Process Area/LINEA 2/VENTILATORE ARIA PRIMARIA/SENSORE 4 VENTILATORE LATO OPPOSTO GIUNTO
/REM Patrica FR/ACEA Ambiente/Mesh Network/Process Area/LINEA 2/VENTILATORE ARIA SECONDARIA/SENSORE 3 VENTILATORE LATO GIUNTO
/REM Patrica FR/ACEA Ambiente/Mesh Network/Process Area/LINEA 2/VENTILATORE ARIA SECONDARIA/SENSORE 4 VENTILATORE LATO OPPOSTO GIUNTO
/REM Patrica FR/ACEA Ambiente/Mesh Network/Process Area/LINEA 3/VENTILATORE ARIA SECONDARIA/SENSORE 2 MOTORE LATO GIUNTO
/REM Patrica FR/ACEA Ambiente/Mesh Network/Process Area/LINEA 3/VENTILATORE CONDENSATORE C/SENSORE 1 MOTORE LATO VENTOLA

Quelli segnati in giallo sono le unità che mi informavi aver già ricevuto, mentre per gli altri ho chiesto di verificare la possibilità di spedirveli in giornata.

La sostituzione dei sensori è semplicissima: da app OPTIME, sulla schermata del sensore, clicca su *Installation* e successivamente sulla voce *Replace Sensor*. Dovrai solo scansionare il nuovo sensore ed avvitarlo al posto del vecchio.

In caso di eventuali problemi, non esitare a ricontattarmi.

CIAO e buon lavoro.

Claudio

Ing. Claudio Cupini

Bearings & Industrial Solutions, Italy
Partner & End User Sales
Sales Engineer Lifetime Solutions

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Da: no-reply@schaeffler.com <no-reply@schaeffler.com>

Inviato: venerdì 21 giugno 2024 11:51

A: alfredo.evangelisti@rem-motori.it

Cc: Cupini, Claudio WI/IRM-SIPI

Oggetto: Repair request 12026918 for Optime Sensor has been received

SCHAEFFLER

Dear Alferdo Evengelisti,

thank you for your request [12026918](#)

Please find attached the request form for your reference.

You can check the status of your ticket by following the [Link](#).

We will respond to your request shortly.

Technical issues?

Our support team is happy to assist you.

[More](#)

New solution? New employee? Want to become an OPTIME expert?

Visit our [OPTIME training courses](#) on the Schaeffler Training Campus.

In our [OPTIME learning path](#), you will find everything you need to know about the OPTIME Ecosystem - from the Fundamentals to the Installation and Operation phase through to Expert Training!

Take a look around the Schaeffler Training Campus or get in touch with your Schaeffler contact person for more information.

Best regards

Technischer Support Lifetime Solutions

Please do not reply to this email!

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