



LBBC TECHNOLOGIES

Engineering the Next Generation  
of Process Technologies



## Support

### Service & Support Agreements



LBBC Technologies ensures its systems offer you exceptional reliability, minimal operating costs and long service life; through combining expert manufacturing with superior after sales service and support.

Our team of professional and experienced engineers are on hand to rapidly respond to your needs; offering you complete peace of mind.

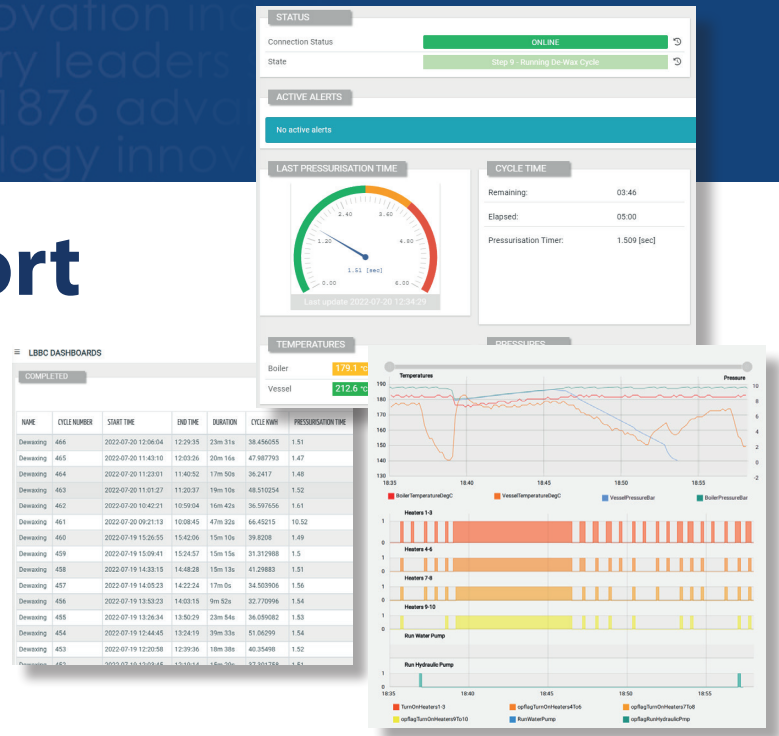
We support customers worldwide across all sectors and have an unrivalled skillset supporting LBBC equipment.

### Key Benefits:

- Minimise costly downtime and disruption with experienced and qualified engineers readily available for emergency breakdown maintenance
- Maximise uptime through rapid spares response, including a US-based spares distribution HQ
- Reduce costs with discounts on spares and nominal spare stocks
- Boost return on investment through enhancing machine reliability, performance, and efficiency
- Improve health & safety by eradicating the risk of malfunction leading to serious accidents
- Assist planning through agreed annual service & support agreements
- Priority support and other support packages available for negotiation

# Connected Support

LBBC's latest software development allows for advanced diagnosis tools for troubleshooting and optimising your process. WebSCADA enables us to be aware of any issues as soon as they arise so we can support you remotely and work with you to resolve any issues with as little disruption as possible to your core business. It also brings a range of features and tools to support you in minimising downtime, monitoring equipment condition, implementing process and quality improvements.



Feature	Available	Basic	Plus
Web-SCADA dashboard. Enables troubleshooting & monitoring by both LBBC and customer	Now	✓	✓
Remote troubleshooting to PLC and HMI. Software updates as appropriate.	Now	✓	✓
1 LBBC engineer for 1 day for connected support training.	Now	✓	✓
Lifetime cloud storage of process data (troubleshooting & process optimisation)	Now	✓	✓
Web-SCADA App with Push notifications. Email alerts to selected staff	Now	✓	✓
Web-SCADA Historical Cycle Reports. Reports PDF export	Now	✓	✓
Alerts via SMS to selected staff	Now		✓
Condition Monitoring including Power Monitoring	Now		✓
Individual customisation of Dashboards, Charts, Reports etc	Now		✓
Priority LBBC response to alarms and errors. Data monitoring	Q2 2023		✓
Annual Report issued for each piece of equipment	Q4 2023		✓
Ticketing support	Q2 2023		✓

To take advantage of our Connected Support package, simply choose Basic or Plus to suit your needs. The Basic package comes fitted as standard on all new equipment and is available free for a portion of the warranty period. Once the agreed trial period expires, we offer Connected Support as part of a paid ongoing support package.

There is no need to have service visits to qualify for a Connected Support plan.

The only technical requirement is the installation & connection of an industrial gateway featuring state-of-the-art encryption and data security capabilities. Web SCADA can also be fitted to existing equipment, depending on age and/or model.

## Key Benefits:

- 24 hour Connected Support service for your equipment
- Quickly respond to any alerts and support you remotely
- Reduces your downtime causing less disruption to your business
- Free trial during warranty period

QR code to website for more info



## LBBC Technologies

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