

FAUN PRESS INFORMATION

IFAT2022 - With support glasses and digital service, FAUN focuses on innovation and personality in customer service

Osterholz-Scharmbeck, 30.05.2022 - With technical knowledge and special support glasses, FAUN offers a comprehensive service for customers' fleets. Due to the increasing fleet size and new technologies, the specialists, who are rarely available in the market, need new skills. FAUN meets this challenge with digital service concepts. These services are one way to deal with the greater distances and the limited time for travels.

Using web-enabled support glasses, the real time image of the vehicle is transmitted directly to a FAUN service technician, who can give repair instructions or show information on construction plans. This fast and personal contact enables FAUN and its partners to offer an even better service. Information on components and maintenance work is delivered directly. The system recognises the different vehicle components and opens clickable operating windows in the display of the glasses, which outline the different components and describe maintenance work. The menu is controlled by simple hand gestures in front of the camera. The new service concept is paying off. Recently, 25 vehicles and support glasses were delivered to Ghana, so that the local technicians can rely on excellent service despite the long distance.

The technical solutions are completed by on-site training and online courses, in which specialists can also be trained in subjects such as high-voltage battery or hydrogen safety. Thus, drivers and service staff are qualified for error analysis, maintenance and repairs. They learn about new structures and components of the alternative drive technology. At their side are the "FAUN-Pfundskerle" - a team of established experts in the field of hydrogen drive. They comprise a densed network of over 90 dealers and certified service partners with around 500 specialists.

Meet us at:

Messe München, outdoor area, booth 712/5

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