

Mettler-Toledo adds Augmented Reality Customer Support to raise the bar on product inspection uptime

COVID-19 proof Augmented Reality Customer Support protects production uptime and costs irrespective of manufacturing location

Giesen, Germany, 7th December 2020 – [Mettler-Toledo Product Inspection](#) is leading the way for product inspection manufacturers with the inclusion of remote Augmented Reality (AR) Customer Support. The new service enables remote identification of the cause of product inspection equipment issues and facilitates Mettler-Toledo engineers to instruct on-site manufacturing staff, irrespective of knowledge, how to rectify the problem. This helps to maximise production line uptime, save costs and comply with COVID-19 social distancing requirements.

The state-of-the-art service allows manufacturers to securely connect remotely to the Mettler-Toledo Service Team to deliver diagnostic and repair services for both hardware and software. In addition, it can be used to support the delivery of Remote User training and equipment start-ups. AR works by enabling the users to interact with real-world objects by placing virtual spatial markers, highlighting aspects and adding text annotations to a live video stream of the product inspection equipment. Manufacturing staff do not need any prior knowledge or engineering expertise about the product inspection equipment as the Mettler-Toledo Service Team will demonstrate step-by-step what is needed to rectify the issue.

“No-one has ever considered remote support to be life-changing, but with our new Augmented Reality Customer Support offering, that is about to change,” said Fabian Kramer, Service Product Manager, Mettler-Toledo Product Inspection. “This is a really slick, intuitive and interactive tool that will set new standards in fast break-fix support times, putting our engineers right there, next to our customers, wherever they may be in the world. Most importantly, customers will benefit from significantly less downtime, helping them to operate at peak performance for longer. Plus, AR makes social distancing measures easier to maintain.”

Service support plays a key role in controlling costs and maximising uptime and performance of product inspection equipment and software. Available on a range of different levels, service contracts provide peace of mind that product inspection equipment is optimised, delivering preventative maintenance, on-site and remote support, plus performance verification.

For more information, visit <https://www.mt.com/service>

About METTLER TOLEDO

METTLER TOLEDO is a leading global manufacturer of precision instruments and a service provider. The company ranks highly in a number of market segments and is a global market leader in many areas. METTLER TOLEDO is the largest provider of weighing systems and analysis instruments for use in laboratories and in-line measurement within demanding industrial and food production processes.

The Product Inspection division of METTLER TOLEDO is one of the leading providers within the field of automated inspection technology. The division includes the following brands: Safeline metal and X-ray inspection, Garvens and Hi-Speed checkweighers, and CI-Vision and PCE Track & Trace. The product inspection solutions improve manufacturers' process efficiency and help them comply with industry standards and regulations. METTLER TOLEDO systems ensure consistently higher product quality, helping protect both consumers as well as the reputation of manufacturers and their products and brands.

For more information, please visit: <http://www.mt.com/pi>