

GEW Remote Monitoring Service

At Phenix, we have used the GEW Remote Monitoring Service many times across our 11 GEW equipped machines since 2016. It's so reassuring to know that our UV systems are constantly monitored online. We have complete peace of mind on that aspect of our production line because we know that if anything is likely to develop into a problem, GEW will know about it before we do, and will deal with it.

As an example, 2 years after installing one of our first LED retrofits, GEW contacted us to proactively update our software to their newest revision. They had found a bug through investigation on another site and recommended we update to protect against the same issue occurring here. It only took a 10-15 minutes but gave us the peace of mind that GEW engineers are always looking out for us behind the scenes.

In addition, we receive monthly reports from each UV system telling us the uptime, power consumption, lamp hours and other useful information so that we always have a picture of how our system is performing.

Todd Fatino

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Vice President of Innovation