



# AES VTECH

## Telemedicine for Your Scrap System.

AES VTech is a virtual technical assistance program that leverages remote technology to evaluate, diagnose, and service scrap system performance problems for greater business continuity. An interactive experience available through your smartphone, tablet, or computer, VTech gives you easy access to our strategic advisors anytime, anywhere for support on urgent requests, emergency needs, and future planning. AES can help you resolve scrap issues quickly and conveniently, avoid costly breakdowns, and save money on service calls and repairs by using the VTech Platform.



**TROUBLESHOOTING & DIAGNOSTICS**



**VIRTUAL SITE VISITS**



**TRAINING & MENTORING**



**24/7 EMERGENCY SERVICE**  
AFTER HOURS, WEEKENDS, HOLIDAYS

## The Benefits

- ✓ Address Urgent, Emergency & Future Needs
- ✓ Utilize Existing, Familiar Technology
- ✓ Resolve Issues Quickly & Conveniently
- ✓ Support In-House Maintenance Staff
- ✓ Access an Always-On Strategic Advisor
- ✓ Avoid Costly Breakdowns from Deferred Maintenance or Repairs

## The Cost

### FREE

- Initial service consultations (triage)
- Initial virtual site walk-throughs

### PAID

- Regular virtual service calls
- Guided virtual service calls
- Professional consulting (blended rate)
- Reporting and deliverables



## Three Steps to Scrap Solutions

### STEP 1

#### Click or Call

- Complete the appointment request form: [www.aesvtech.net](http://www.aesvtech.net)

#### OR

- Call the AES team for live customer service: 800.572.9998 (M-F, 8 a.m. to 5 p.m. EST)
- **AFTER HOURS**  
Call the emergency service hotline and follow the voice prompts: 800-572-9998

### STEP 2

#### Schedule Appointment

- Triage your needs with AES and set a time for your virtual meeting
- Review your confirmation email with appointment instructions

### STEP 3

#### Receive Support

Join your virtual meeting via the Zoom link on a computer, tablet, or smartphone

## Services

TROUBLESHOOTING & DIAGNOSTICS	VIRTUAL SITE VISITS	TRAINING & MENTORING
<ul style="list-style-type: none"> <li>• Troubleshooting for current equipment operation and performance issues</li> <li>• Remote system monitoring and status evaluations</li> <li>• Easy service scheduling for maintenance and repairs</li> </ul>	<ul style="list-style-type: none"> <li>• Screensharing and video conferencing for real-time problem-solving</li> <li>• Virtual walk-throughs of facility environments for current or upcoming projects</li> <li>• Virtual consultations for OSHA/NFPA compliance, plant expansions, system upgrades, equipment planning, and more</li> </ul>	<ul style="list-style-type: none"> <li>• Guided repairs and adjustments for in-house maintenance staff</li> <li>• Refresher training for equipment operators and maintenance personnel</li> <li>• Tips, best practices, and expert direction for in-house staff</li> </ul>

VTech's virtual help and support services are like Telemedicine for your scrap system

## Support

Virtual technical assistance through VTech is available from our live service team Monday through Friday from 8 a.m. to 5 p.m. EST. But if your needs are urgent, you can call our 24/7 emergency hotline after hours at 800.572.9998 and you'll be connected with a representative for immediate support or the opportunity to schedule a call or in-person visit as needed.

### URGENT REQUESTS

- Preventive Maintenance
- Minor Repairs
- Performance Issues
- Equipment Training
- Operator Training
- Safety Training

### EMERGENCY NEEDS

- Equipment Breakdowns
- Scrap System Fires
- Production Shutdowns
- OSHA Shutdowns or Violations

### FUTURE PLANNING

- Project Planning
- Plant Expansion
- Scrap System Upgrades
- New Production Equipment
- Dust Problems
- OSHA/NFPA Compliance

## Convey with Confidence™

AES is a leading full-service provider of integrated scrap systems specializing in scrap, trim, and dust that designs, builds, and maintains economical solutions for more efficient byproduct handling. As a single source for conveyance needs, AES engineers custom scrap systems and works as a partner in process improvement to help businesses achieve greater profitability, productivity, and sustainability in their manufacturing operations.



Single Source for Conveyance Needs



Custom-Engineered Scrap Systems



Partner in Process Improvement



**SOLVE YOUR SCRAP CONVEYANCE PROBLEMS.  
REQUEST MORE INFORMATION ABOUT VTECH TODAY.**

**(800) 572-9998 | INFO@AESALES.NET | AESALES.NET**  
**535 HAGEY ROAD, SOUDERTON, PA 18964**

