

An interesting offer, not just in pandemic times

Save time with remote commissioning for axis systems from Festo

Travel bans, limits on contact with others, quarantine rules – in times of a pandemic, service technicians and fitters are often unable to travel around the world to customers to commission their machines and plants on site. That is why customers can now conveniently book remote commissioning for axis systems at Festo. This makes commissioning online very quick and easy.

Festo has already been offering an on-site commissioning service for 1D to 3D axis systems or stand-alone motor controllers for a number of years. In the coronavirus pandemic with its restrictions on on-site services, Festo has responded quickly and developed remote commissioning services. Now customers can order remote commissioning at the same time as their handling system including motor controllers, motors (including from third parties) and 1D to 3D axis systems. When placing an order via the Festo Online Shop, customers can add remote commissioning to their basket as an accessory for their selected motor controller and order it easily and directly.

On-screen commissioning

A Festo service technician commissions the system together with the customer via a remote desktop connection and a split screen using popular video conferencing systems or remote maintenance tools – with zero risk of infection. This enables the Festo service technician to assist with the configuration and parameterisation, with remote checking of the electrical connections and the travel path, with testing the system, with data backup and documentation, and provides an introduction to how to use the Festo Automation Suite commissioning software.

Of course Festo will continue to offer the remote services after the pandemic eases, and will add further features. The experiences of recent months have shown that this online service boosts efficiency and speed and lowers costs – for the customers and for Festo.

Press Images

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Remote commissioning

Zero risk of infection: on-screen commissioning support from Festo.

About Festo

Festo is a global player and an independent family-owned company with headquarters in Esslingen am Neckar, Germany. Festo has set standards in industrial automation technology and technical education ever since its establishment, thereby making a contribution to sustainable development of the environment, the economy and society. The company supplies pneumatic and electrical automation technology to 300,000 customers of factory and process automation in over 35 industries. Digitalization, AI and the LifeTech sector with medical technology and laboratory automation are becoming increasingly important. The products and services are available in 176 countries. With about 20,600 employees in over 250 branch offices in around 60 countries worldwide, Festo achieved a turnover of around €3.45 billion in 2024. More than 8% of this turnover is invested in research and development. In this learning company, 1.5 % of turnover is invested in basic and further training. Festo Didactic SE is a leading provider of technical education and training and offers its customers worldwide comprehensive digital and physical learning solutions in the industrial environment.