

Marine
Two-stroke
Four-stroke

Remote digital troubleshooting

EyeTech

EyeTech is a subscription-based video support service that connects vessels powered by two-stroke or four-stroke engines with Everllence PrimeServ experts for real-time troubleshooting using a mobile camera.

Benefits at a glance

- Quicker and more efficient troubleshooting
- Eliminates time spent writing emails about equipment issues
- Reduces technician visit costs
- Solves offshore problems with direct support from onshore Everllence PrimeServ experts
- All call data, images, and videos are securely stored

Everllence

PrimeServ

EyeTech

Overview

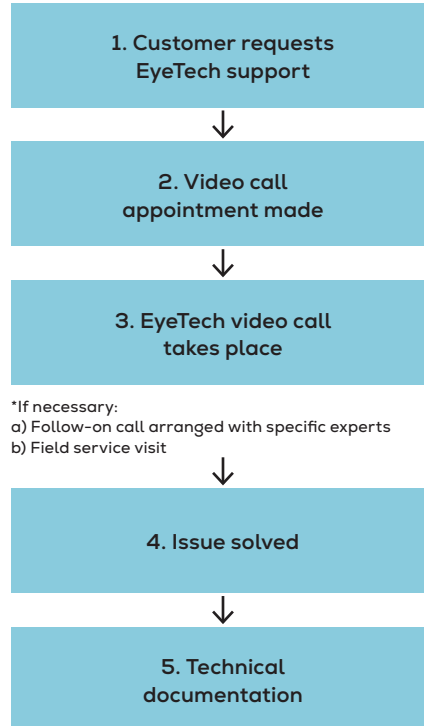
A direct video call is the fastest way to get expert assistance at sea. When an equipment issue requires external support, EyeTech connects the vessel's engineers with Everllence PrimeServ experts in our Remote Operation Centers. Fast-tracking the issue resolution saves time and money, and the issue will usually be resolved without the need for a technician to visit the vessel or components to be shipped out.

Features

The EyeTech app is optimized for technical collaboration between experts, technicians, and equipment operators:

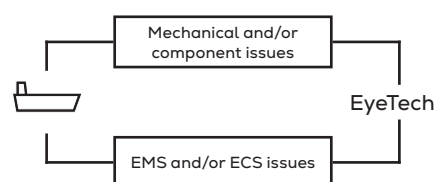
- User-friendly interface with intuitive guidance
- First-class video and audio quality for one-to-one and multi-user video calls
- Guest users can join a video call via their browser
- Visual on screen tools assist with remote instructions
- Cases are documented and videos and pictures can easily be shared between relevant experts through the EyeTech platform for fast troubleshooting
- Videos and pictures are safely stored and are not shared with third parties without the owner's explicit consent

Workflow



Typical applications

EyeTech can be used to troubleshoot a wide range of equipment, including the fuel system, combustion and exhaust, the lubrication system, or scavenge air and turbocharger issues. A common example of where EyeTech can help is diagnosing incorrect EMS settings during fuel changeovers, which can result in engine start issues or unstable operation. EyeTech is also useful for preventive measures such as regular inspections and condition monitoring, or software installations.



Our EyeTech app

The customer connects either via mobile app or browser:

- Browsers: Google Chrome, Microsoft Edge, Firefox, and Safari
- Mobile app: available for IOS and Android (10 and up) devices

You can download the EyeTech app from the App Store and Google Play.

How to connect

The service is hardware neutral, meaning you can connect with any device, as long as it has a camera, microphone, and a Wi-Fi connection of at least 3 MB/s in the area where you need to investigate the issue.

Subscription service

We offer EyeTech as a subscription service. Costs are calculated to reflect the number of support hours over a year. Additional support hours can be purchased if needed.