

When your customer expects more than temperature control

5 requests that go beyond temperature control.

Temperature control is still the main job. But customers now expect more information they can use to decide or act faster.



Five requests the next product may receive

1 · REMOTE VISIBILITY

“Can I see the status without going to the unit?”

The controller needs a way to send data. You also need to decide which data to share and who can see it.

2 · USEFUL ALARMS

“What happened, and what needs attention now?”

A general error message is often not enough. Useful alarms separate urgent problems from problems that can wait. Then the team knows what to do first.

3 · HISTORY

“What happened before the problem appeared?”

Keeping a short history can help service understand what happened before a problem appeared.

4 · SYSTEM INTEGRATION

“Can the product share useful data with another system?”

Define what information is worth sharing, and check what the other system needs to use it.

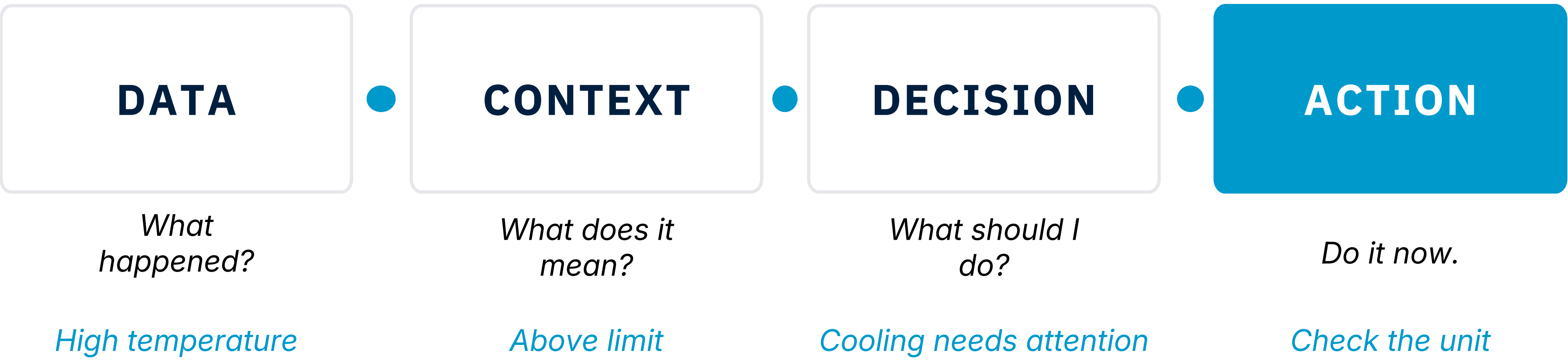
5 · MORE USEFUL INFORMATION

“Can the product tell me more than the temperature?”

Temperature may not be the only information the customer needs. Depending on the application, other values or operating information can help the user understand what the product is doing.

Decide what information is really useful

Information only has value if someone understands it and uses it. Before you add information to the controller, check how it will be used.



If the information does not lead to an action, it may add cost without adding value for the user.

Who uses the information, and what it changes

WHO USES IT	WHAT THEY NEED	USEFUL OUTPUT	POSSIBLE IMPACT ON THE CONTROLLER
User	Current status and a clear warning	Simple value, status or alarm	Display, alarm logic, local access
Service	The reason for the problem and what happened before it	Alarm detail, recent events, selected past values	Event memory, diagnostics, service access
Other system	Selected data it can use	Defined data points and status	Communication, integration tests

If you recognise one of these requests in your market

Your next controller does not need every possible function. KELD can help you define what your customer really needs and which functions, information and communications make sense for the application.

Review my application with a KELD engineer →