

MerloMobility



 **MERLO**



Merlo Headquarters

S. Defendente di Cervasca (CN)
Italy

Merlo facility with 350.000 m² of covered area:

- A - Electrical component production
- B - Hydraulic component production
- C - Frame production
- D - Cab production
- E - Axle production
- F - Engine configuration
- G - Machine assembly



Merlo

The technological leader in operating machines

Founded in Cuneo, Italy in 1964, Merlo is a family-run industrial group which designs, produces and markets a wide range of machinery under the Merlo and TreEmme brands.

People, innovation and sustainability are central to the Merlo brand. The Merlo Group is committed to respecting the environment while making the work of the operator (and everyone who is passionately dedicated to constantly improving the efficiency and performance of our products) more functional, safe and comfortable.

Our product portfolio consists of a complete range of telescopic handlers (both fixed and rotating), as well as self-loading concrete mixers (DBMs), TreEmme implement-holders for municipal and forestry use, and multi-purpose tracked Cingo transporters.

All products in the Merlo range are characterised by innovation, reliability and versatility. These pillars are the foundation of the Merlo Group, and continue to define Merlo's product range to this day.

Merlo S.p.A has always been synonymous with technological innovation in the world of telehandlers.





MerloMobility **The Merlo solution for your business**

Merlo machines can take advantage of an exclusive technology which makes them even more intelligent and connected: the MerloMobility 4.0 connectivity system. Thanks to this technology, the operator is able to remotely monitor and manage the Merlo machine (or fleet of machines) and to analyse all operating and operational data, with the aim of optimising performance, productivity and flexibility.

MerloMobility allows you to easily and efficiently view your machines, with virtually no downtime, and successfully manage your operations, wherever and whenever, thanks to the online portal and the user-friendly App developed for Smartphones. When all machines are running efficiently with little or no downtime, Merlo customers can enjoy the peace of mind that comes from working smarter and knowing that everything is being done to make the most of their vehicles.

Merlo's goal is to be sure to provide you with the tracking capabilities you need to make the most of your time, by improving machine performance for maximum productivity.

Total Cost of Ownership

The MerloMobility system is designed to support Merlo customers in constantly monitoring the operating cost, facilitating the reduction of TCO (Total Cost of Ownership) through improved operating practices.

Fleet control

With a single interface, you can quickly view and locate connected machines while checking all key information, performance details and operational status. It is also possible to open single tabs.

Remote diagnostics

Authorised workshops can check the status of each machine and quickly identify the source of a malfunction. The data, available in real time, allow making appropriate decisions for each problem.



Productivity and safety

This innovative system allows customers to set and adjust certain machine parameters on a time or geographical basis as well as application restrictions when operating in particular environments.

Data download

MerloMobility allows managing, sharing and transferring data while being in full control at all times. It is possible to share machine data and information with trusted partners (dealers, consultants, etc.) at any time.

Convenient access

With MerloMobility, customers can receive updates on their daily activities wherever they are, viewing and managing data even on the move, in real time, from any device. Furthermore, the "live" map allows the immediate identification of the machines' position.

Fleet management

The main goal of MerloMobility is to increase daily vehicle productivity, minimise operating costs and optimise throughput times, by assisting Merlo customers in organising processes, planning applications and managing use data.

MerloMobility is developed with user-friendly graphical interfaces that allow, at first glance, to view the entire fleet of connected machines, providing information on their location and displaying, at the same time, the most important information and operational status.

Designed to simplify searching and reading information, customers can divide their machines into different groups (called fleets) in order to manage them in the most efficient way.

Fleets

By logging into the MerloMobility system, customers can access the “Fleets” menu to categorise their machines into groups according to their purpose or intended use.

The machine management by fleets allows users to quickly assign jobs and search for basic information on active vehicles. By selecting a fleet, users will have an immediate view of the location of each vehicle, its last use and its operating status, and will also be able to access further details and enter the section dedicated to the single vehicle.



Work orders

The management of work orders has been introduced to simplify the reporting of working hours over a given period of time. By accessing the appropriate menu, it is possible to create a new work order by associating a geographical area of destination, an expected number of working hours, and, if necessary, use time limits. In this way, the actual working hours of the vehicle included in the work order will be counted and compared with the estimated hours, in order to assess the efficiency of the work performed.

In the menu, it is also possible to view and manage work orders, whether active, paused or expired. Furthermore, by means of different colours, it is possible to have immediate feedback on the work progress.



Machine management

Through the constant monitoring of all available data, it is possible to increase the efficiency of the machines, improving their use applications and reducing downtime, as well as ensuring that end users make the most of every available resource.

MerloMobility also allows you to remotely manage many machine's functions: from checking error codes to facilitating maintenance, geolocation to improve logistics in transfers, to monitoring consumption at different work stages to implement better strategies and reduce TCO (Total Cost of Ownership). This tool has been developed to assist users throughout the life of Merlo products.

Summary

Upon accessing the MerloMobility interface, the first displayed page is the machine's Summary. This page was developed to present the main data relating to the use of the machine: times of use, distances travelled, consumption and mode of use, relating to a time window set by the user. The time and consumption information is also detailed according to machine use: Idle; Loading and Driving.

Geolocation

An important section that can be activated is the vehicle Geolocation. This solution makes it possible, in an easy and intuitive manner, to display all the data relating to the position of the machine, in real time, and to check the route travelled over a period of time that can be selected by the customer. Furthermore, the system recognises whether the machine has been driven or transported, by showing the movements in two different colours.

Remote dashboard

The dashboard section allows the warning light panel and digital dashboard to be viewed remotely and has been developed to achieve a twofold added value. The first is to monitor, in real time, the information the machine is reporting inside the cab. This makes it possible to check for any anomalies and assist the operator in case of problems.

The second is to monitor the history of the information in order to thoroughly verify what the machine's responses were during use. All data can be easily downloaded to be shared with your consultants and service technicians.

Service and safety

To minimise downtime and maximise return on investment, the MerloMobility system saves all information relating to routine maintenance, shares information on possible breakdowns or malfunctions with the Merlo service network, and remotely reports in real time what is shown on the in-cab displays. Finally, MerloMobility also intervenes on the machine safety by providing the possibility to limit its use (from a geographic and time point of view) so as to reduce the risk of theft, and allows setting use limits (speed, boom movement limits, capacity limits, etc.) so as to alert the operators when the machine exceeds the limits to be respected for the work to be carried out.

Service

In order to facilitate machine servicing, minimise downtime and maximise the speed of response by technicians, the Merlo service network can interrogate the machine from remote, in order to monitor any error codes that may occur, which are also shown on the display in the cab. It is possible to check the history of the reports for a more in-depth analysis. In this way, Merlo customers can receive remote diagnosis and solutions, thus reducing machine downtime.

Finally, to facilitate the customer in the management of the machine, the Maintenance section allows viewing the history of all maintenance operations carried out and monitoring the next due service. In this way, customers only need to call their authorised Merlo workshop and make an appointment.



Safety

The last screen provides access to the machine's Remote Control. This useful screen makes it possible to set the machine's operating limits (via App and Internet site) through which it is possible to: delimit the machine's working area (geofence), set the boom operating limits and the maximum capacity, and limit the maximum speed of the machine.

If the set limits are exceeded, an alert message will be displayed on the machine's dashboard and the not respected specifications will be recorded.

Finally, it is possible to activate the machine's engine lock; when the lock is activated, it will not be possible to restart the engine under any circumstances, thus reducing the risk of theft of Merlo vehicles.

MerloMobility technology

MerloMobility is a solution developed 100% in-house by the Merlo group. This allows the system to have accurate access to and understanding of all machine data, benefiting the level of information passed on to the service user and technical assistance, and also allowing the software in the machine control units to be checked for updates.

All data collected by the system are stored in special Databases so that they can be read and viewed, according to user-defined rules and specifications, whenever they are needed. Furthermore, the data provided by the system can be integrated with other cartography, operational, administrative or accounting programs of the customer via API rest protocol.



Infrastructure

Data transfer to the Operations Centre can take place in real time via GPRS connection or, if the customer operates in places with a low connection level, they are saved in the on-board computer and transferred in deferred mode.

The data connection module is a two-way communication system and allows the execution of commands on the machine set remotely, such as the management of use limits and the updating of the system software (a function that can be managed by the Merlo service centre).

Interfaces

The system works on two distinct interface levels. The first is the one on the machine and takes the form of infomessages that can be displayed in the cab displays, with the aim of informing the user on the correct use of the vehicle. The second interface is the one that can be managed remotely. In this case there are two different ways of accessing the MerloMobility service, via a website and via an App for smart devices. Remote access makes it possible to analyse all machine data and manage the information received.



Merlo Service

Merlo is committed to protecting the **value**, **performance** and **productivity** of your machine over time. Whoever purchases a Merlo machine can rest assured that they have chosen a product that meets the highest standards in quality, reliability and innovation.

Careful periodic maintenance, combined with the use of original spare parts reduces the number of services required, meaning your Merlo will maintain the same excellent performance levels over weeks, months, and years of consistent use.



After-Sales Support

Merlo is able to offer a comprehensive range of top-quality maintenance and support services due to extensive training from Merlo around the world. In order to identify any issues quickly and reliably, and help to efficiently resolve any issues, Merlo has developed a **diagnostic platform** which reflects the evolution of our product range and allows a complete diagnostic analysis to be performed on the vehicles' various electronic control units using a single communication module for all our telehandlers.

Customer Service

Merlo's specialist teams will be on hand to support you during your telehandler's service life. The Customer service guarantees an **immediate response** and a quick resolution to any problem.



Warranty Extension

Customers can choose a warranty extension of up to 3 years and 3600 hours of operation, which can be adapted to suit their individual requirements.

The extended warranty gives you the peace of mind of having your vehicle repaired by the **expert professionals** of **Merlo's After-Sales Service Network** for a longer period of time.



Spare Parts

We manufacture over 90% of our machine components internally; thanks to this, we are able to guarantee original spare parts made specifically for our machinery. In addition, our spare parts are subject to continuous and rigorous quality controls.

To limit downtime and ensure optimal performance, we also continue to invest in the management of our spare parts and logistics services, which are constantly expanding. We strive to always deliver the right parts, to the right place, at the right time, with a fast and efficient customer-centric supply chain.

The figures:

- **5** Warehouses worldwide
- **Over 16000 cu.m** Storage surface area
- **Over 35000** Spare parts codes managed
- **Over 1400000** Spare parts delivered per year



Your Merlo dealer

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