

Working with Bihl+Wiedemann

General process for working with Bihl+Wiedemann products

1. Select products

Personal consultation is our highest priority. We look forward to telephone or email contact. You will be then be connected directly to your personal contact person.

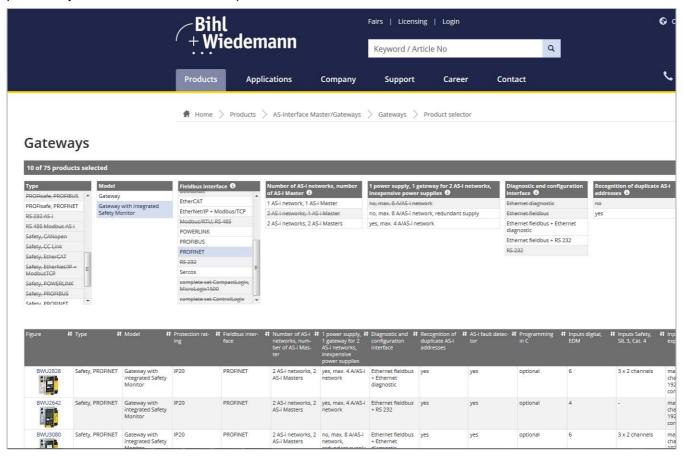
General contact data for Bihl+Wiedemann

Bihl+Wiedemann GmbH Floßwörthstraße 41 68199 Mannheim

Phone: +49 621 33996-0 Fax: +49 621 3392239

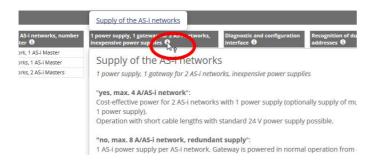
E-Mail: mail@bihl-wiedemann.de Web: www.bihl-wiedemann.de

The product selectors on the Bihl+Wiedemann website help you in choosing the products. Select the criteria that are important for you to narrow down the list of products.

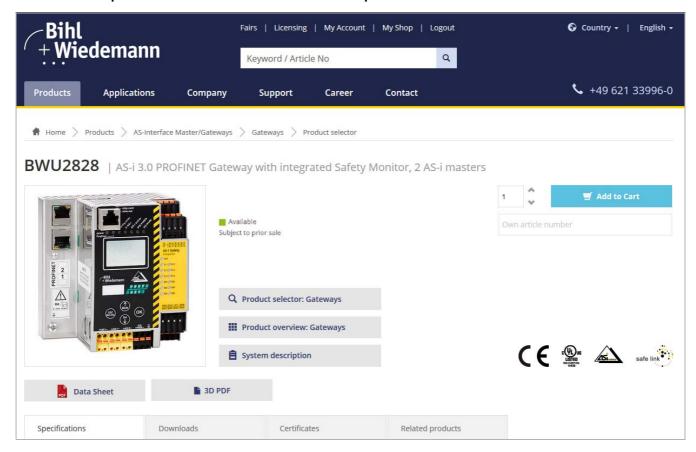




The Info fields in the column header help you with the individual criteria.



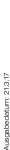
The Detail view provides additional information about the products.



2. Purchase products

Get in touch with your personal contact person. For projects involving many components we will create an offer custom tailored to your needs.

To order replacement parts or individual components, the simplest and fastest way is via email or through the Webshop.



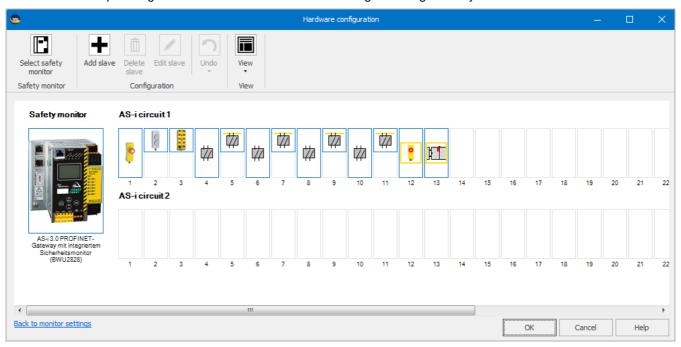


3. Insert products into your plan

Register on our website. This gives you access to the download area. On the "Download" tab in the product detail view you will find all the important documents. For planning you will need:

- Data sheet
- CAD data
- · Eplan macro
- · Installation instructions

If you are using safety products, we recommend creating the hardware configuration in the ASIMON360 safety software already in the planning stage. ASIMON360 automatically assigns the AS-i addresses and displays them in an organized view. This makes planning of the AS-i network and address assignment significantly easier.



4. Place the products in operation

4.1 Electrical connection

Electrical connections are described in the installation guide which is included with the products in printed form as well. There you will also find various wiring examples.

4.2 Create the PLC program

Download the device description file for your AS-i gateway from the website and insert the desired data modules. The compact manual, which you will also find in the Download area, describes the most important data modules and gives you recommendations for diagnostics.

We offer example programs for some controllers which contain a simple basic configuration for cyclical data exchange and diagnostics. All the example projects are found here:

http://www.bihl-wiedemann.de/en/support/downloads/application-examples.html

4.3 Startup without safety products

To commission an AS-i network without safety you need no software. The AS-i master is configured bottom-up simply using the display menu and buttons.

- Use a handheld AS-i address programming device or use the display menu of the AS-i master to address the slaves
- · Connect all slaves
- Save the configuration in the AS-i master using the Quick Setup function in the display menu of the AS-i master.



4.4 Startup with safety products

After you have created the complete safety configuration using ASIMON360, use the ASIMON360 Startup Wizard to place the complete AS-i network in operation.

4.5 Check installation

Use our software for diagnostics, service and release measurements. The software is available in the package (BW2916) or separately (BW2902). After starting, the software automatically creates a log which you can include with the documentation and give to the operator when the system is handed over. This involves running the system for a period of time (for example 20 minutes) during which all the situations and conditions are present. The software runs the entire time and thereby provides a qualitative assessment of the installation.

How to get help

o Get in touch with us:

Technical support and contact

You can reach our Technical Support at:
Phone: +49 621 33996-0 and Fax: +49 621 3392239

Telephone contact for your issues

For special questions and inquiries you can reach us at the following telephone numbers:

- Inside Sales: Offers / Pricing +49 621 33996-940
- Purchasing
 - +49 621 33996-950
- o Order Processing: Orders / Order confirmations
 - +49 621 33996-980
- Main desk
 - +49 621 33996-0

Email contact for your issues

For specific issues you can reach us at the following email addresses:

- For offer-related questions offer@bihl-wiedemann.de
- For questions about your order and delivery times order@bihl-wiedemann.de
- For technical questions asiexpert@bihl-wiedemann.de
- For interest in working at Bihl+Wiedemann bewerbung@bihl-wiedemann.de
- For general questions of all kinds mail@bihl-wiedemann.de

Help and self-help

The software for diagnostics, service and release measurement (BW2902) is helpful even for technical problems. It checks, reports errors and gives you helpful tips for fixing errors. It is also possible to send a detailed log to Bihl+Wiedemann Support. Our experts can use this log to assist you efficiently should it become necessarily.