

GEA CODEX[®] REMOTEPARTNER

Your automation. Our expertise.
Connected for performance.





Fast remote action when your system needs it most.

Modern control systems are extremely reliable, but like any complex equipment, unexpected hardware or program failures can occur. Control system programs may get stuck due to unforeseen process situations, untested production conditions, or malfunctioning input signals.

When this happens, only direct action on the PLC code and expert analysis can quickly identify and solve the issue to restore normal plant operation.

Minimizing downtime with instant expert support

For factories running at full capacity, or producing high-value products, downtime is not an option. Every minute counts. Waiting for business hours, arranging travel, and having a specialist on-site adds cost, delay, and stress.

That's where GEA Codex® RemotePartner makes the difference. Instead of waiting, you get instant access to the right automation engineer who knows your system, your processes, and the GEA Codex® automation framework inside out.

How GEA Codex® RemotePartner works

1. Immediate response

When an incident occurs, a GEA automation engineer is on call within your guaranteed response time, typically within two hours, to begin analyzing the problem.

2. Direct remote access

Secure, real-time connection to your control system allows for faster and more accurate diagnosis than reviewing historical data alone.

3. Rapid recovery

Production resumes more quickly, either through a permanent fix or a temporary workaround. Our experts then continue working remotely or on-site, fully prepared with insights, plans, and parts.

Why choose GEA Codex® RemotePartner?



Guaranteed response time

Defined service windows (e.g., 8x5 or 24x7) ensure every support request is addressed promptly.



Higher availability, better performance

Improve OEE/OPE by reducing downtime and stabilizing production.



Direct access to automation specialists

GEA engineers with deep knowledge of your Codex® framework and installed base.



Lower support costs

Most issues are solved via secure remote connection, minimizing on-site intervention..



First-aid troubleshooting

Real-time remote access enables fast, accurate assessment and immediate guidance.



Time saved, peace of mind gained

No waiting, no travel delays, just fast, expert support when you need it most.



Proven by our customers

What you gain

- Faster incident resolution and reduced production interruptions
- Predictable support backed by clear SLAs
- Automation expertise aligned with GEA Codex® standards and your specific process setup
- Performance Partnership, delivering outcomes, not just repairs

Where GEA Codex® RemotePartner makes a difference

From everyday essentials to innovative new foods, GEA Codex® RemotePartner® supports a wide range of industries, keeping manufacturers connected, responsive, and productive. We work with customers across Dairy, Beverage, Chemical, Food, and New Food industries, delivering reliable automation support for diverse processes and technologies.

Our expertise spans applications such as Beer & Alcoholic Beverages, Cheese Making, Filling & Packaging, Liquid and Non-Alcoholic Beverages, Plant Integration, Drying Feed Pre-treatment, Drying Processes, Ejector & Vacuum Systems, Emission Control, Powder Handling, Powder Packing, and Separation Processes.

Wherever automation powers your production, GEA Codex® RemotePartner ensures it performs at its best, securely, efficiently, and without interruption.

Ready to elevate uptime and performance?

Talk to your GEA representative to find out which GEA Codex® RemotePartner service level best fits your operation. Because when it comes to automation performance, we're connected for your success.

“The best part of this service is peace of mind, knowing there’s always someone ready to help.”

“Having automation experts on the phone means they can instantly check whether the issue is with the program or somewhere else.”

“We had a breakdown in a blower and couldn’t restart the plant. Only with 24/7 Support did we get back online. This call was worth the entire annual fee.”

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