When the fridge contacts you ...

The fridge and freezer appliance sends an alarm: Is the door open? Has the plug been pulled out, and is that the reason why the temperature is no longer constant? A look at the SmartMonitoring dashboard tells you quickly and clearly what the issue is so that you can swiftly respond to it. Get alarm notifications straight away and in real time. Via the dashboard, you can specify whether just you alone, or other persons as well, should receive a message in the case of an alarm. This ensures a quick response and your goods will always be optimally protected.

Door is open: Did you forget to close the door all the way and therefore the upper temperature limit has been reached?

No power or network failure: Is the power plug not plugged in and is that the reason the appliance has no power? Could an undetected network failure be preventing internet connection?

Detection of operating errors: Has your appliance ever been frozen at the back because the shelves were incorrectly positioned?

Temperature alarm / Door alarm: In case of unwanted temperature deviations, the temperature and door alarm are not only displayed acoustically and visually on the appliance. In addition, you and other persons will be informed on the dashboard and via e-mail.

Heartbeat: Even if the appliance has no power or internet connection, the Liebherr cloud detects this and sends out a heartbeat alarm. You are therefore swiftly informed and can take immediate action.

SmartAlarm: With SmartAlarm, deviations in the temperature curve can be recognised at an early stage and remedied in good time before any product is lost.
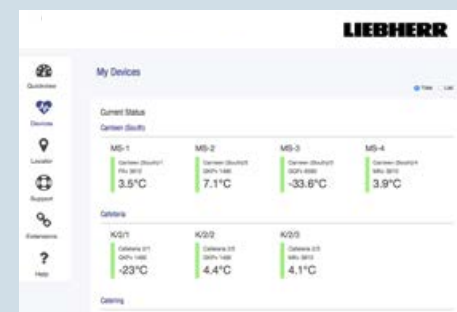
SmartMonitoring from Liebherr

The SmartMonitoring dashboard is used to collect and store temperatures, alarm events, and operating data from your appliances. Whether you are at work or out and about – with your smartphone, tablet, or computer you can conveniently access your appliance's operating data from anywhere. With the additional functions which are optionally available and additional sensors, SmartMonitoring can be a custom-fit for your expanding needs. The SmartMonitoring dashboard thinks for you and shows you all the relevant information you need. You therefore have all the information you need about all functions and status messages from your fridges and freezers – wherever they might be located.
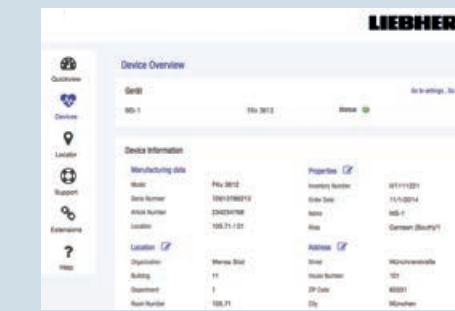
Documentation: Temperature documentation can easily be created. You will receive an HACCP protocol per mouse click. This provides you with information about the minimum and maximum operating temperatures. In addition, you can create extensive reports on additional operating data and export it as a document. The appliance data will be stored in the Liebherr cloud.

Appliance data: Your appliances are clearly displayed with the most important information and alarm messages, all at a glance. If need be, detailed operating data and the appliance history can be displayed in just one click. All relevant appliance parameters are clearly displayed. This means you always have an overview of the appliance functions instantly available.

Alarm: Extensive alarm notifications are readily available via the dashboard. The temperature and door alarms can be individualised by setting the temperature limits in the dashboard. An alarm transmission per text message or e-mail ensures a short response time.

QuickView: Quick overview of the most important operating data: You can immediately view critical appliances displaying abnormal activities or error messages.

Master data: The master data summarises the key basic information from your appliances. Internal inventory numbers or the exact appliance location can also be stored here.

DeviceLocator: If you operate several appliances at different locations you will receive an overview in the DeviceLocator. In addition, you will be informed about the status of your appliances so that you can react quickly in the case of an alarm. The building plan function provides a room-specific description of the appliance for an even better overview.

Malfunction statistics: Subdivided by week, month, quarter, or year, you will receive a bar graph that will provide you with an overview of the number of error messages that have occurred within a certain period.
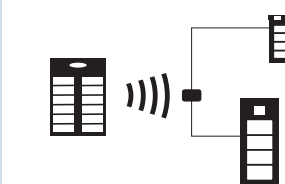
Digital products and services are being continuously expanded

By using cloud services and standards in data processing, our digital products and SmartMonitoring services can be quickly and dynamically implemented and expanded. Liebherr offers you a real added-value when it comes to appliance monitoring and documentation of status reports!

Security
Liebherr takes the protection of your data seriously. We rely on Microsoft's long-standing experience as the first cloud provider to receive a certification in compliance with the international ISO/IEC 27018 standard for data protection. For data transmission we use encryption technologies that are also used in the banking sector. All data processed by Liebherr in cloud services will be strictly anonymised beforehand. Customer data will be processed only via servers at an in-house data processing centre. In doing so, SmartMonitoring from Liebherr ensures the highest degree of security.

External sensors
Perfectly solved: Liebherr non-connected appliances as well as models from other manufacturers can also be integrated into the system via sensors and temperature monitoring.

SmartAlarm
SmartAlarm from Liebherr guarantees additional protection of your valuable goods. The system records refrigeration deviations in the appliance operation and reports these immediately. Malfunctions, which over time could lead to cooling system failure, can be recognised at an early stage and remedied in good time.

RemoteSupport
Do you need any help with the configuration of your appliance or would you like to have your appliance functions checked by Liebherr service after a temperature alarm? RemoteSupport helps save time and money. Liebherr customer service can connect to your appliance by remote access and perform the required settings and analyses.

IFTTT
Connected Liebherr appliances can also be controlled by the automation service "if this then that" (IFTTT). IFTTT is a service provider that allows users to link various web applications or SmartHome products with simple conditional instructions. This way SmartMonitoring can be used more conveniently, for example by an appliance triggering a flashing of the office lighting.

Innovation 2018: Professional appliance monitoring with SmartMonitoring

If a fridge stops working in a restaurant or bar this can cause considerable commercial damage. SmartMonitoring from Liebherr minimises this risk and offers you, as a commercial customer, even more security, service and reliability in the operation of your appliances. With Liebherr SmartMonitoring you can collect and store temperatures, alarms and other appliance operating data you require. Regardless of where you are – you are constantly kept up to date about the function of your fridges and freezers. This not only saves time, but also money.

SmartMonitoring: Key selling points:

Simple intuitive operation

The SmartMonitoring dashboard from Liebherr is intuitive and easy-to-use. Temperature settings as well as alarm notifications can be entered easily via the dashboard. In addition, all appliances are clearly displayed and the operating data as well as status messages are fully documented.

HACCP-Control System

Simple temperature documentation at the touch of a button. You will receive an HACCP protocol per mouse click. This provides you with information about the min/max temperatures.

A solution for every appliance

Perfectly solved: Simply retrofit your existing connectable Liebherr appliances. Even non-connected Liebherr appliances and models from other manufacturers can be integrated into the system and monitored using temperature sensors which are also available.

RemoteSupport

RemoteSupport helps save time and money. The user can allow Liebherr's customer service to access your appliance and analyse detailed operating data or change parameter settings.

SmartAlarm

SmartAlarm detects anomalies in the appliance operation and reports them. Malfunctions which may lead to cooling system failure can therefore be detected and corrected at an early stage.

2-Way notification

Double protection and security for your goods: In addition to the temperature and door alarms, the system registers via "heartbeat" whether the appliance is in operation. You will then be informed immediately if the appliance has been accidentally switched off or if there has been a network failure, and you can take immediate action.

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SmartMonitoring
Intelligent solutions for professional fridges and freezers

SmartMonitoring

LIEBHERR
Quality, Design and Innovation