service4fire

Vehicle Management for emergency forces.
Rosenbauer is the global leader in fire service technology and services for fire prevention and disaster protection. For more than 140 years, the name has been synonymous with seminal inventions and trail-blazing technologies in fire truck and fire-fighting system manufacturing.

Today we build municipal fire trucks and aerial apparatus, ARFF vehicles, industrial and special vehicles, extinguishing systems, equipment, stationary fire extinguishing systems and telematics solutions. We have helped to optimize operational vehicle management by integrating innovative information technologies. We set standards in communications between humans and technology.

The fire fighter’s tasks are growing and the technologies applied are becoming more powerful. Integrated communication systems help to process vehicle data in a comprehensible way to ensure the perfect cooperation of manpower and material in an emergency.

Rosenbauer Communication Systems
Before the operation ...

... is after the operation.

During the operation service4fire records activities of your vehicle and built-in components. Data concerning vehicle position, status and condition are analyzed and can be retrieved online. service4fire supports the management of your entire fleet through messages and reports. Thus you can keep track of the operational readiness of your vehicles anywhere and anytime.

Recorded data of your vehicle can be accessed and analyzed on the Online Service Portal (www.service4fire.com) with your personal log-in data. Important information is also available on the service4fire App – the application for your Android-based smartphone.
Functions and advantages.

The operational readiness of your vehicle is a prerequisite for a successful operation. To ensure that all components function flawlessly it is important to detect errors at an early stage.

- Automatic examination of all vehicle components around the clock
- Early identification of deviations
- Automatic messages about the vehicle condition to you and the customer service team

Through automatically generated messages you are up-to-date on the condition of your vehicle. These messages are also useful during vehicle training in order to support the correct operation of the vehicle.
Remote diagnostics

To ensure the availability of a vehicle, triggers for errors have to be identified and fixed as early as possible.

- Possibility for the customer service team to analyze recorded data
- Identification and analysis of errors before the first visit of the service team
- Error diagnosis independent of vehicle location

Due to the automatic examination of vehicle components, errors can be identified and fixed at an early stage. The remote diagnosis contributes to shorter down-times and timely inspections of your vehicles.

Service

In order to maintain the operational readiness of your vehicle, regular service checks are necessary. service4fire automates service planning:

- Reminder of the necessary service inspection based on operating hours, kilometers traveled or vehicle age
- Automatic e-mail notifications for the upcoming service inspection
- Possibility of keeping records of finished service works on the Online Service Portal
As soon as the vehicle is turned on, the telematics module transmits data about the vehicle’s position to the data center. This way you always know where your vehicle is currently located.

- Display of the current vehicle position
- Logging of the route covered
- Vehicle tracking in real time possible
  (at the Online Service Portal / with the service4fire app)
- Display of the route to the vehicle with the service4fire app

With the aim of providing an overview of the functionality of the vehicle’s components, service4fire automatically generates reports. These reports can be adapted to the specific needs of every fire station in the course of a project.

**Reports**

- Automatic generation of operation reports
- Current information on consumption, operating hours etc.
- Manual adding of additional information (e.g. driver, reason for the operation etc.) on the Online Service Portal

**Operation reports**

**Vehicle use**

- Reports about the use of the vehicle and components
- Possibility to trace back processes to the split second (e.g. engine rpm, pump pressure, warning devices etc.)

Automatically generated reports support your administrative tasks and provide you with an overview of how your vehicle is used.
service4fire App

Your vehicle at your fingertips.

In addition to the Online Service Portal you can access essential information about your vehicle – such as status information, error messages, position data etc. - also via your Android-based smartphone. This allows you to stay on top of your fleet at all times.

- All vehicle messages accessible anywhere and anytime
- Display of vehicle uses, covered routes, and vehicle position
- Display of the current vehicle status
- Route navigation to the vehicle
- Access for all fire-fighters without additional costs

Download the service4fire app for your Android smartphone for free at http://play.google.com
Vehicle condition analysis.

Every Rosenbauer and Metz vehicle with a structure-CAN-bus can be equipped with service4fire. Recorded signals of vehicle components vary according to the different vehicle types. service4fire can be easily retrofitted in existing vehicles.

**ARFF vehicles**
- Defects and malfunctions, such as vehicle electronics, turret, HRET, water and foam compound pumps, vehicle engine, drive train, exhaust systems, etc.
- Vehicle and component operating states
- Excessive oil temperature, soiled oil filter
- Drops in battery power
- Pump pressure, pump temperature and cavitation
- etc.

**Municipal vehicles**
- Defective vehicle components, such as vehicle electronics, generator, turret, light tower, extinguishing agent pump, etc.
- Incorrect handling, e.g. cavitation, high pump inlet pressures
- Battery voltage drop, lack of coolant
- Tank fill levels, such as water, foam compound, etc.

Test service4fire for free at www.service4fire.com
User name: guest
Password: guest
Aerial apparatus

- Defective sensors and components, such as stroke transducers, angle of rotation and inclination sensors, power sensors, etc.
- Excessive hydraulic pressure, oil temperature and soiled oil filter
- Drops in battery power
- Vehicle electronics malfunctions
- etc.

Industrial and special vehicles

- Defective components, such as vehicle electronics, turret, extinguishing agent pump, proportioning systems, illuminations, etc.
- Defective sensors e.g. stroke transducers, angle of rotation and inclination sensors, power sensors, etc.
- Excessive oil temperature, soiled oil filter
- Missing consumables, such as fuel, cooling water, etc.
- Drops in battery power
- Tank fill level of e.g. water, foam compound, etc.
Integrated solutions for emergency forces.

Investment for the future.

Telemetric and position data are the basis for many future applications like modern navigation systems, operation control systems, or service management systems. Thanks to the built-in telematics module you are well prepared for these developments.

service4fire MADAS

An additional sensor in the vehicle measures and stores data on the driving behavior during the vehicle’s operation. service4fire MADAS records specific performance measurements such as speed, acceleration, vehicle tilt etc. as well as incidents during driving. For analysis this data is consequently transmitted to the Online Service Portal. service4fire MADAS is especially suitable for ARFF vehicles and meets the standards set out in NFPA 414/2012 and FAA Advisory Circular 150/5220-10E.

Individual solutions

Via interfaces there is the possibility of integrating external systems into service4fire. The connection to these systems can be implemented in the course of a project.
EMEREC

EMEREC is the mobile information management system from Rosenbauer that supports fire-fighters during an operation. All information relevant to emergency forces like fire safety maps, vehicle rescue charts, or hazmat data is managed with EMEREC and can be retrieved and shared with other emergency units directly on site of the operation via the mobile EMEREC Tablet computer. This facilitates efficient co-operation of all involved forces.

Combined with service4fire the vehicle’s position as well as fuel levels can be displayed on the interactive map of EMEREC. This helps the incident commander to keep an overview of all possible resources.

Better information saves time. And time is essential during emergencies.