

ALLIED VIRTUAL LAB

TECHNICAL
SOLUTIONS
CENTER

Frequently Asked Questions

What does it cost to book an appointment?

A. The Lab is a free service that we offer our select customers upon request.

Am I obligated to make a purchase after the demonstration?

A. There's no obligation. We're here to help you find solutions to your automation challenges.

What type of applications can be shown?

A. There are four main types of demonstrations:

1. **Lab Tour:** Learn about the lab's capabilities
2. **Application Review:** Discuss your applications and challenges
3. **Product Deep Dive:** Learn how to wire, setup, configure, and operate a component
4. **Product Comparison:** Compare different components with your application requirements

Do I need a current automation project to check out a demonstration?

A. No. We regularly host lab tours where we introduce customers to our capabilities. You can also schedule an appointment simply to learn about new products or technologies on the market.

How long is a typical consultation?

A. A typical consultation lasts 30-50 minutes. Lab tours are 15 minutes.

What products and brands can be discussed?

A. The Lab mostly focuses on higher-end automation components such as PLCs, HMIs, VFDs and industrial networking and advanced sensing. But we can also help with general control and safety products such as sensors, power supplies, contractors and signal conditioners.

Allied carries numerous brands of automation and control products including Siemens, Schneider Electric, Phoenix Contact, Omron, RS PRO, Advantech, Crouzet, Exor, Maple Systems, Moxa, Opto22, Pepperl+Fuchs, Red Lion, RTA, Tru Meter, and many more.

How often can I use it?

A. There's no limit to how often you can use the Lab. We're here to help.



How can the Virtual Lab help me?

- A. Selecting an automation and control product can be challenging. Literature often doesn't provide enough information to help you decide which component is best for your application. And once you make your selection, we know that you'll typically invest a lot of time into drawing schematics, writing code and troubleshooting that component. The Virtual Lab can help you quickly understand how to set up, wire, configure and program a component. We can also help you compare different models and brands so you can determine which is best for your application. The small amount of time you spend with the Lab could save you considerable hours in design, setup and troubleshooting.

Can I see some examples of how other companies have used the Virtual Lab?

- A. We don't share customer demos for the protection of our customer's intellectual property. However, we occasionally produce more general promotional videos from the Lab that will give you an idea of its capabilities.

How far in advance do we need to book an appointment?

- A. It's best to schedule at least one week in advance as this gives us time to prepare a custom demonstration for you, but 2-3 days is enough notice for some applications.

What do customers need to provide as far as resources for a successful meeting?

- A. Because the consultation will be customized for you, we need a good understanding of your application and your objectives. A basic written description will work, but additional details, pictures and drawings are helpful. Your account manager will coordinate the request for you and put you in touch with an engineer before the demo if more information is needed.

How do I request a consultation?

- A. You can contact your local representative through their email or at 1.866.433.5722, or email us at TechnicalProductSupport@alliedelec.com to schedule your appointment.

