



Summary



Industry:	Quarrying & Mining
Application:	Snub Roller on Primary Conveyor
Actual Saving:	£Undisclosed
Payback Period:	3 weeks



Imminent bearing failure averted by Revolvo

Direct interchangeability between Revolvo split roller bearings and competitors product saves the day

ISSUE

A customer within the quarrying sector contacted their local ERIKS Service Centre with an enquiry for a large 280mm shaft diameter split roller bearing. The existing bearing supported the snub roller on the main primary conveyor was making an audible noise which was easily detectable. At first it was thought the motor or gearbox were at fault but it was found that a competitors split roller bearing was in the process of collapsing.

The short term fix was to inject more grease into the bearing to allow the rolling elements to float rather than turn. However, this still meant that the bearing was on borrowed time.

SOLUTION

Following the initial contact with the service centre a ERIKS Application Engineer from the Bearing Core Competence Centre arrived on site within two hours to assess the situation.

After observing the bearing running in-situ a call was made Revolvo - ERIKS own in-house bearing manufacturer - where it was found an equivalent bearing in SRB brand was being held on stock for a customer in the Netherlands.

After notifying the customer that a bearing was available ex. Stock an order was placed and the bearing despatched by same day taxi service - typical lead times are 14-16 working weeks as a manufactured to order item.

Within 24 hours of the initial phone call the bearing was on-site and commissioned by the customers own engineers.

OTHER BENEFITS

- Reduced lead time on bearing delivery
- Increased Efficiency
- Superior Bearing Design

FURTHER COMMENTS...

The bearing is currently running with no issue and the customer contact was happy with the speed of response, service and the good fortune that Revolvo was holding the exact bearing needed on stock. This has also boosted the confidence of on-site engineers of interchangeability between Revolvo SRB brand and other competitors, which now gives another avenue of supply.

MORE INFORMATION

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