



Summary



Industry:	Defence
Application:	Pneumatics
Actual Saving:	£undisclosed
Payback Period:	undisclosed



Plant Downtime Averted with On-Site Knowledge

ERIKS problem solving technical support get plant up and running fast

ISSUE

A large defence company were experiencing potentially serious issues on a machine failure. The pneumatic components were failing, and with no UK Stock for the problematic components, potentially this machine would be down for a few weeks.

The ERIKS Integrated Solutions on-site service centre contacted the manufacture direct to source the required product who informed them that this component was not readily available.

SOLUTION

Armed with this information the ERIKS service centre contacted their local Pneumatics Application Engineer to visit the site and investigate the application further. An alternative solution was identified which would get the machine back up and running.

However, these spares were still on a one week lead time which was still not acceptable, with this in mind and our detailed knowledge of the equipment on site we were able to utilise redundant machinery from another part of the factory. Our engineers were able to use this product to fix the machine immediately and replenish the spare unit when the new components arrived.

OTHER BENEFITS

- Downtime minimised
- On-site knowledge of the applications and spares
- Problem solving technical support and solutions

FURTHER COMMENTS...

The customer was very happy with the solution with suggested and ensured his machine was not out of action for any period of time.

MORE INFORMATION

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