



Case Study

Sector: Manufacturing

Rapid response
minimises
production
downtime and
prevents safety
issues



SERVICE: Reactive Maintenance

AES's prompt response and fault-finding process managed to significantly minimise production downtime and ensure a safe working environment was maintained.

“ *Having worked with AES over a number of years, we've always found them to be efficient, prompt and extremely knowledgeable. They've never failed to get us back up and running as quickly as possible and with as little disruption as possible. Their electricians are always polite and ready to share their sizeable knowledge on the electronic side of our machines' workings. We will continue to use them moving forward.* ”

”

CHALLENGES

AES received an urgent phone call from Rakusen's as one of the company's production lines was down. The drive belt that ran the conveyor belt had stopped working and they didn't know why. The situation was urgent as the company was losing money every minute that production was halted.



AES engineers left immediately and were able to reach the site within the hour. They were taken straight to the production line, where they first checked that the problem wasn't caused by a mechanical fault with the motor.

SOLUTION

Once this had been established, they worked their way back along the system, following the usual logical fault-finding procedures. It became clear that while the panel was giving out the correct voltage, it wasn't right at the motor. Their investigations led to a joint between the panel and motor, which they opened up to discover burnt plastic terminals. The vibration of the machinery had over time caused loose connections, so the arc of electricity had been jumping between terminals, causing heat and melting the plastic.

As soon as AES's engineers replaced the terminals and fired up the machinery, it immediately worked again. The enforced downtime illustrated the importance of regular preventative maintenance as terminals close to vibrating machinery benefit from having their screws periodically tightened by an electrical engineer.

ABOUT

Based in Leeds and founded in 1900, Rakusen's was the first manufacturer of water crackers in the UK. Today it continues to flame-bake crackers to a traditional recipe – including crackers suitable for the Kosher, vegan, vegetarian and gluten-free markets – along with other products such as biscuits, margarines and soups.



Empowering Performance

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