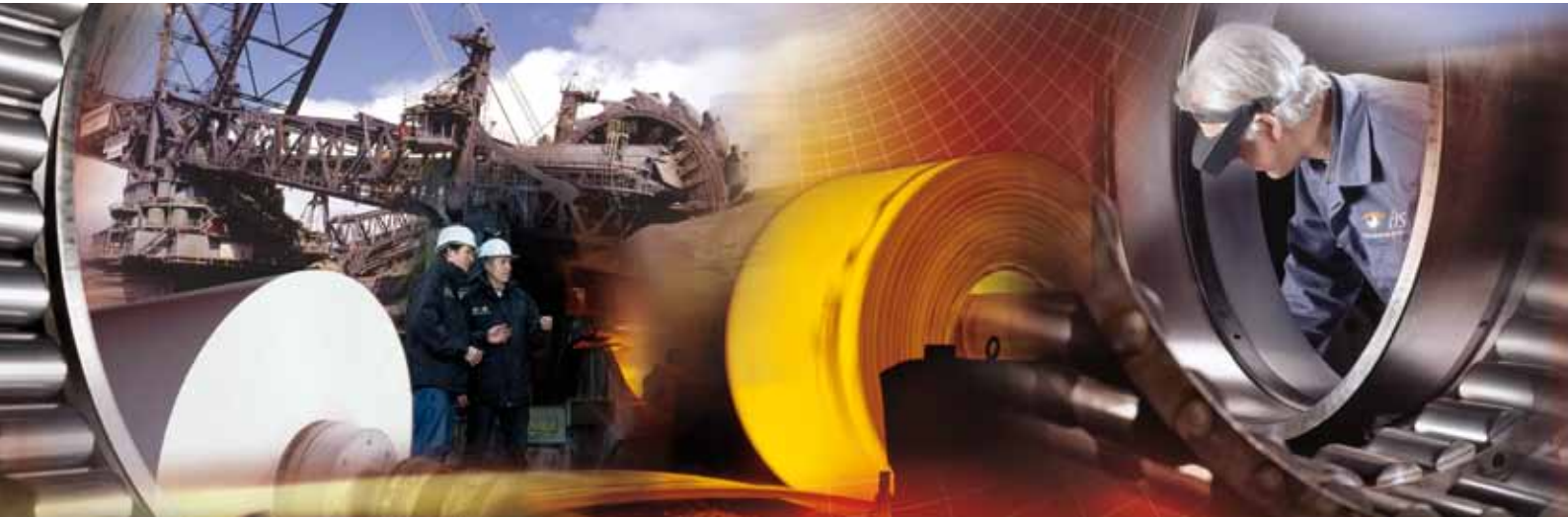


Smart Performance Program



Vibration Measurements in After Sales Service Increase Customer Loyalty

Industry: Electric motors

Customer: Schorch Elektrische Maschinen und Antriebe GmbH,
Mönchengladbach (Germany)

Schorch Elektrische Maschinen und Antriebe GmbH supplies modern asynchronous machines with a focus on the chemical and petrochemical industry, power generation, water supply, ship building, test stand application and a variety of other industries. The wide range of products comprises beside standard solutions especially customized propulsion solutions like, for example high speed machines, asynchronous generators, high-voltage machines and explosion-proofed motors. An international sales network ensures a quality customer service.

Challenge for Schaeffler

Damaged bearings are often the reason for shutdowns of electric motors. The failures become visible in increased vibration levels and noise. Schorch wanted to protect their customers reliably from such shutdowns. Thus, the company intended to introduce vibration measurements as form of machine diagnosis in the after sales service, which is called Field Service at Schorch. This way it is possible to detect arising bearing damage betimes. The company was looking for a high-performance, easy to handle and also cost-effective vibration measurement device. The aim was to equip the complete Field Service with this device.

SCHORCH



Range of products

- Three phase motors
- Norm motors
- High-voltage motors up to 25 MW
- Explosion-proofed motors
- Multiple-speed motors
- Slip ring rotor motors
- High-speed drives

Schaeffler Solution

FAG Industrial Services (FIS) presented the FAG Detector III to the customer. This handy condition monitoring device is excellently suited for the equipment of the Field Service as even unexperienced employees can use it to make measurements. The powerful analysis software allows an in-depth analysis of the measuring results on the PC. FIS conducted a one-day product training with the Field Service team. This training comprised the use of the hard- and software and the set-up of individual measuring configurations and customized measuring reports.

In times of staff shortages the e-service function of FAG Detector III allows Schorch to send data records at the touch of a button to the FIS vibration experts for analysis. In this case maintenance recommendations are given by FIS as additional service.

Customer Benefit

The FAG Detector III complements the high quality standard that Schorch demands for its machines, equipments and services. Schorch's customers expect from the company high-performance electric motors with a long lifetime. This demand can only be fulfilled by innovative techniques and premium services. Because on the highly competitive supplier market services become – beside the range of products – more and more important for customer loyalty and satisfaction.

What's special

The unique price-performance ratio was an essential factor why the FAG Detector III was preferred to competitive products. The equipment of all Field Service employees would not have been affordable with another product. FIS – as the service company of the Schaeffler Group Industrial – is able to operate considerably cheaper in the market than pure vibration diagnosis product suppliers.

Technical Information about the Solution

- Monitoring functions:
 - ISO 10816
 - Frequency-selective monitoring of the rolling bearings' condition
- Measuring routes
- Collection of reliable trend data
- In-depth diagnosis based on time signals and frequency spectra
- Free PC software
- E-Service



Contact details for worldwide contact persons as well as further **Smart Performance Solutions** can be found on our homepage

www.smartperformanceprogram.com