

First-class Service from Siemens

- Damaged gear unit refurbished in Leeds and returned to customer within four days – including a weekend
- Siemens service team shows fast turnaround is the norm at Leeds

When a crucial extruder gear unit's thrust bearings failed at a massive automotive parts factory in the North East, Siemens Mechanical Drives' service section in Leeds proved why it should be an essential member of any UK manufacturing company's support team.

From the initial phone call by the customer's maintenance manager on a Thursday morning, through to three Siemens service engineers working on the unit until late Thursday evening after its delivery to Leeds and the ordering of specialist parts from Sweden, to the successful repair of the unit and its return to site on Monday of the following week, Siemens pulled out all the stops to avoid the customer incurring more downtime than necessary.

Siemens MD's service manager Gary Husband commented: "Our team worked some very late hours on the Thursday to get to the heart of the problem, which was collapsed bearings, causing secondary damage to the gear unit's input and output shafts and bearing bore. Specialised machining, grinding and sleeving was required to all these elements. This was quite an old Flender gearbox, but certainly repairable, and the team did an excellent job getting it rebuilt in such a short timeframe."

The extruder unit was part of a production line and therefore crucial to the smooth flow of work at this automotive parts plant. The unplanned failure could have had serious consequences, as the company supplies original equipment to many of the leading car manufacturers. But the fast turnaround minimised production losses, as the customer's maintenance manager confirmed: "Siemens turned this round very quickly and professionally for us. More importantly, they were able to guarantee that the quality of the refurbishment would not be jeopardised by the speed of the work, as all service items are produced to a minimum standard at their Leeds facility. This was a big reassurance to us."

Siemens Mechanical Drives service unit can be contacted on 0113 385 2500.

PHOTO-CAPTION (ref: P3050001adj and P3050040): The Siemens extruder unit undergoing urgent repairs at Leeds

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Notes to editors:

Siemens plc

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* Data includes intercompany revenue. Data may not be comparable with revenue reported in annual or interim reports.

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