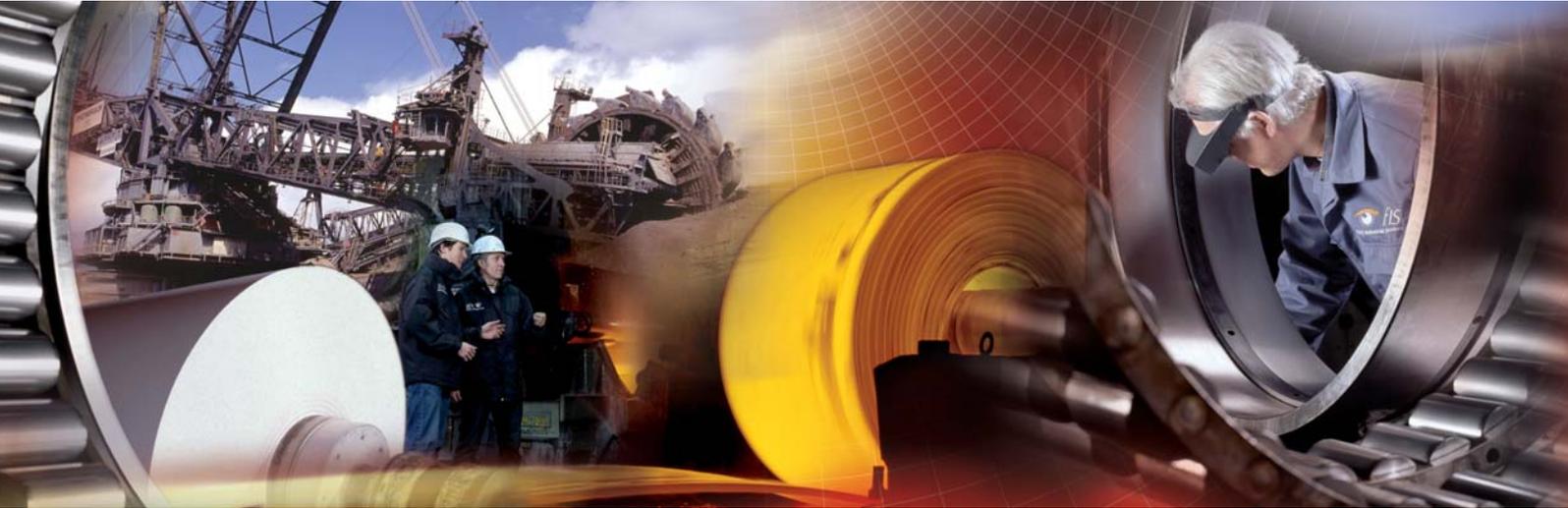


Smart Performance Program



Offline Vibration Diagnosis with FAG Detector III as Part of After Sales Service

Industry: Compressed air/compressor engineering

Customer: Karl UHL GmbH Bochum (Germany), compressed air division

UHL GmbH is a wholesale firm and service provider that has been offering its services in the Ruhr area in Western Germany for more than 75 years. The company has 45 employees in its compressed air, pipeline and ventilation engineering divisions. The compressed air division offers a 24 hour compressor emergency service.

Challenge for Schaeffler

The customer wanted to extend its service portfolio in the maintenance sector by offering condition-based maintenance of end customers' machines, especially the process-critical ones.

For this reason, Karl UHL GmbH intended to introduce offline vibration diagnosis as part of its compressor maintenance service and was looking for a suitable vibration measuring device for its after sales team. In particular, they wanted a device that is easy to operate and provides them with a quick overview of the condition of a machine.



UHL Services

- Regular maintenance
- Full service contract with complete risk coverage
- Trouble shooting measures

These services are provided by eight highly qualified fitters with fully equipped service vehicles.

Schaeffler Solution

As the FAG Detector III meets the above requirements, the customer decided to acquire a device. First, the customer's after sales staff received a thorough vibration theory training and were taught the correct use of the FAG Detector III and the analysis software. In addition, a call-off agreement for a fixed number of e-service hours was agreed. This allows the after sales staff to send data records containing indications of potential damage to the F'IS E-Service Center in Herzogenrath. The data are immediately analysed by experts, and soon afterwards the after sales staff receive clear recommendations for action that enable them to help their end customers quickly.

Customer Benefit

With the help of the FAG Detector III, Karl UHL GmbH has extended its service portfolio. The new offline vibration measurement service is used in the performance of the required maintenance cycles at regular customers' and enables the company to grant longer warranty periods. If a problem arises at a customer without a maintenance contract, UHL can provide quick help by performing trouble shooting measurements.

End Customer Benefit

- Significant reduction of maintenance cost, for example through an extension of the stage bearing replacement intervals from 25,000 to up to 80,000 operating hours.
- Higher operational reliability and product quality through regular vibration measurements and analysis of the results.
- Efficient maintenance cost planning thanks to early detection of damage and knowledge of the expected remaining life of a machine element.
- Regular condition reports for the company's internal reports and maintenance statistics.

Benefits for the After Sales Service at a Glance

- Significant reduction in the number of emergency repairs
- Longer warranty periods
- Greater customer loyalty
- Enormous cost saving potential
- Extension of the service portfolio

What's special

This solution is ideal for all after sales service departments of small and medium-sized companies looking for a simple and cost-effective way to offer their customers added value in after sales service.

Technical Information about the Solution

FAG Detector III functions used by the customer:

- Monitoring functions:
 - ISO 10816
 - Frequency selective condition monitoring of rolling bearings
 - Gearbox condition
 - Rolling bearing condition
- Measuring routes
- In-depth diagnosis on the basis of time signals and frequency spectra
- E-mail service
- Free PC software



Contact details for worldwide contact persons as well as further

Smart Performance Solutions can be found on our homepage

www.smartperformanceprogram.com