Partner of Schneider Electric



ELAU PACDRIVE EXPERTS

“I’m getting a following error on my production belts…”

Customer issue

- After changing one of the production line belts, our customer kept getting an intermittent following error making it necessary to stop the machine each time.
- This created downtime as the error had to be reset and the machine started again.
- Our customer could not identify the cause of the problem as the machine was giving a generic error on the HMI.

DMC solution

- Our engineer attended site and began carrying out diagnostics after initial inspection.
- The specific drive and motor causing the issue was quickly identified.
- After checking the code the cause was identified: the belt tension was incorrect.

“We learnt a lot watching DMC’s engineer at work and will be keeping in touch for ongoing support.”

£18,500 savings



We offer services to repair, replace and maintain your support systems.

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