Partner of Schneider Electric

ELAU PACDRIVE EXPERTS



“Need help on Sercos errors...”

Customer issue

- Machine stopped every few hours without any reason and no meaningful information displayed on the HMI.
- To clear the error a machine reboot was always required. This cased downtime, inefficiency due to line clearance and loss of product through wastage.
- The issue had been ongoing for a couple of weeks with the engineers unable to identify the cause.

DMC solution

- The machine had 49 motors and it was not possible for the engineers to identify which motor was causing the error.
- We identified the motor causing the issue using our diagnostic tools within 30 minutes.
- We worked with the engineers to check and change the motor and thoroughly test to make sure there were no further issues.

“We wasted a lot of time trying to solve the issue when we should have just called DMC. Lesson learned!”

£39,725 savings



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

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