

Startup Assist

Application: Service

Industry Sector(s): Others

The Customer

Major manufacturer of cement products.

Customer Inquiry

The customer purchased an LCp-100 instrument, and EconoMount load cells. The installation was performed by outside maintenance personnel. After start-up the scale system would not weigh correctly

Solutions and Equipment

The customer contacted the BLH field service office in the United States. After telephone consultation it was determined that an on- site service call was necessary. The service technician arrived and found that the customer had already uninstalled the products and was ready to return them for credit. The technician requested one opportunity to get the scale to perform correctly using the products.

Product installation training was performed. The load cells and instrument were correctly installed. After a correct installation the customer saw that the original installation was done incorrectly and had introduced mechanical binding into the system. The scale system was then calibrated, and the first batch was successfully weighed.

Customers Comments

Providing startup assistance with such short notice was outstanding and keeps our overall cost down by providing easier and quicker startup.”

“Accurate weighting results in less cost in production and down time”

Click here to open web version: <http://www.vishaypg.com/process-weighing/case-study/41035/>

(web version offers links to product datasheets and related documents including manuals, brochures, and any available videos)

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