

## The Problem: Unnecessary Downtime & Product Loss

A paper mill in the south east was experiencing regular maintenance issues with Ryeco code marking equipment, due to the lack of dedicated care, causing unnecessary downtime.

A dirty environment creates ongoing problems that affect quality and productivity. The reliability and performance of a Ryeco system is negatively affected by lack of equipment maintenance. The staff mentality of “Run it until it Breaks”, seems easier than doing the preventative maintenance required.

### Issues:

- Product maintenance not kept by mill personnel
- Product knowledge not shared between mill operators, creating unnecessary issues
- Dye filters clogged causing missing marks, leaving product footage unaccounted for
- Dye collection container filters left unchecked, clogged and causing vacuum system to malfunction by overflowing dye



## The Solution: Ryeco 360Service Plan

A monthly Ryeco 360Service contract was implemented for all Ryeco equipment on-site, along with a comprehensive training of all mill personnel involved with maintaining Ryeco equipment between service visits. A Ryeco technician evaluated all equipment performance while on-line and live. We communicated with the operators at winders to determine current performance and any residing problems.

### Actions Taken:

- Ryeco assumed maintenance responsibility of mill equipment
- Ryeco offers mill training each maintenance visit to operators
- Ryeco disassembled, thoroughly cleaned all components, replaced filters, reassembled and retested for optimum performance
- Communicated with mill supervisors the current status of equipment and system inventory levels on-hand



### Key Learnings



**Experienced  
technician**



**Optimum  
performance**



**Consistent  
Training**



**Monthly reports**



**24/7 Customer  
assistance**

## Consider a 360Service Plan

As a leader in process control equipment care for the paper industry, Ryeco is steadfast in its dedication to providing the best customer service in the business. Through education, innovation and hands-on experience, we empower our service technicians to deliver every day. Additionally, by offering our Ryeco 360Service plan, we can promise to provide more peace of mind for you and your business.

