

Case note

Chocolate maker uses ABB drive care contract to keep production running



Lindt & Sprüngli S.p.A. is an Italian subsidiary of Switzerland's premium chocolate maker. In 2010, the factory, located in Northern Italy, produced around 19,000 metric tons of finished chocolate products.

"Lindt's chocolate making process is critical," says Mr. Andrea Boggio, Plant Maintenance and Repair Manager at Lindt & Sprüngli Italy. "Any downtime will badly affect the production which runs across three shifts. The ultimate objective of Lindt's maintenance team is to reduce the risk of unexpected failures and production shutdowns."

Conching as a critical process

The plant uses ABB drives and motors throughout the production. High performance of drives and motors is particularly important during the conching process. Special mixers, called conches, are used to continuously knead the chocolate.

During one phase of the conching process, ABB motors need to run with increased power at a constant speed, as defined in the recipe. It is the ABB drives that adjust the speed of the motors accordingly.

Comprehensive support for drives

To ensure it got the support it needed to keep its drives running, Lindt & Sprüngli Italy signed a one year ABB drive care contract. This covers technical support, preventive maintenance, repair and access to a field service engineer within 48 hours from call-out. Included within this contract, at a fixed price, are materials, labor and travel expenses.



Conches at Lindt are driven by ABB drives.

Best possible drive service coverage

The contract ensures that the ABB drives are continuously available throughout the chocolate making process. "We wanted the security provided by the best possible drive service coverage," continues Boggio.

"While we have had no failures, having the reassurance of a solid care plan in place is invaluable to our business. That is what ABB drive care delivers: security, reliability and efficiency."

Lindt & Sprüngli signed the contract shortly after ABB drive care contract was released for sale in Italy. Lindt is planning to extend the contract and continue the cooperation with ABB.

"Lindt started a predictive maintenance program for motors, gears and bearings, many years ago," says Boggio. "The ABB drive care contract is a further guarantee for the entire system's operational efficiency. We will certainly continue cooperating with ABB in the future."

Challenge

- Keep production running over three shift system
- Maintain drives to high standard to ensure maximum uptime
- Reduce risk of unexpected failures

Solution

ABB drive care contract covering for all ABB drives used in the process:

- Preventive maintenance
- Repair
- Technical support
- Access to a field service specialist within 48 hours from call-out
- Materials, labor and travel expenses - all at a fixed contract price

Benefits

- Ensures the drives are continuously available throughout the chocolate making process
- Brings security, reliability and efficiency to customer's operations
- Acts as guarantee for the operational efficiency of the entire system

For more information please contact your local ABB representative or visit:

www.abb.com/drives

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