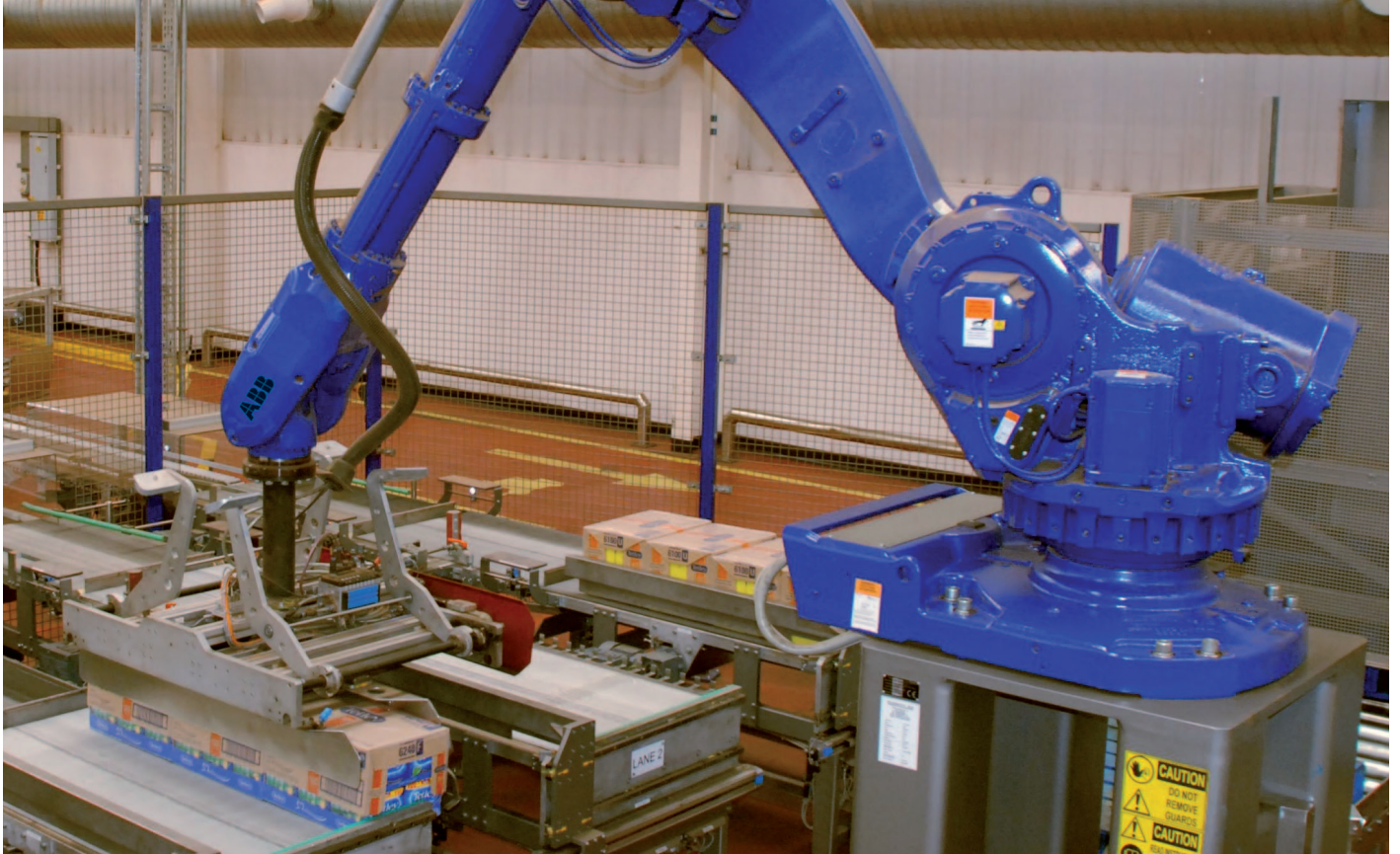


ABB Service Agreement with Remote Service Case Study: Tetley GB Limited



Signing up to an ABB Remote Service agreement is enabling Tetley GB Limited, part of the Tata Group, to enjoy greatly reduced robot downtime at its tea production facility in Eaglescliffe. Incorporating ABB's remote robot monitoring technology, the agreement will enable Tetley to monitor the performance of its robots and maintain machine uptime.

Tetley GB Ltd slashes robot downtime with ABB Remote Service agreement

The plant had been experiencing many unplanned stops with its production line, causing delays to the whole production cycle. Since signing up to the agreement, Tetley GB Limited has enjoyed greatly reduced robot downtime, with no more disruption caused by unforeseen problems.

"The Remote Service package has dramatically changed the plant," explains Plant maintenance manager, Colin Trevor.

"We no longer have breakdown issues throughout the shift, helping us to achieve much longer periods of robot uptime. As we have learned, world-class manufacturing facilities need world-class support packages

Benefits with Remote Service for Tetley

- Identify and escalate failures
- Immediate diagnostic data remotely
- Increased machine uptime
- Report with facts
- Users can focus on their production
- Over 50 % of the cases, the robots can be brought back online remotely without any intervention

About Tetley

Tetley GB Limited, a fully owned subsidiary of Tata Tea Limited, is the world's second largest manufacturer and distributor of tea. Tetley's manufacturing and distribution business is spread across 40 countries and sells over 60 branded tea.

Breakdowns during production

The plant had been experiencing problems with its production line, with some ABB robots occasionally tripping out on alarms and causing delays to the whole production cycle.

Colin Trevor comments: "We had been experiencing a number of breakdowns during production with spurious alarms, causing the robots to periodically stop. This obviously caused some concerns with our engineers, who were not sure what the fault was. Consequently, we spent a lot of time re-setting the robots, hoping the next breakdown wouldn't occur."

Colin continues, "the downtime we'd incurred through trying to trace and rectify the fault meant that several hours of production time were lost. It was for this reason that we were keen to try out ABB's Remote Service agreement."

Introducing Remote Service

To prevent future disruption to production caused by unplanned downtime, Tetley signed up to an ABB Response service agreement, which included installing a service box and system infrastructure into the robot control systems. Using the Remote Service solution, ABB can remotely monitor and collect data on the wear and tear and productivity of robotic cells, which can then be shared with the customer if required. Over the standard/traditional field assistance in recoveries, this helps to prevent production stoppage.

ABB service agreements– the key to greater productivity

ABB offers a flexible choice of service agreements for its robots, which can help extend the mean time between failures, shorten the time to repair and lower the cost of an automated production line. Each backed up by ABB's Remote Service technology; businesses can minimise the impact of unplanned downtime and achieve improved production line efficiency.

A word from ABB

Chris Withey, Lifecycle Services Manager for ABB's UK robotics business, underlines the value that a Remote Service agreement can bring: "In today's competitive environment, business profitability often relies on demanding production schedules that do not always leave time for exhaustive or repeated equipment health checks. Our Remote Service agreements are designed to monitor our customers' robots to identify when problems are likely to occur and ensure that help is dispatched before the problem can escalate. In over 50 per cent of the cases we deal with, our robots can be brought back online remotely, without any further intervention



Remote Service helps us to maintain machine uptime

Colin Trevor explains; "Remote monitoring of our robots helps us to maintain machine uptime, prevent costly downtime and ensures my employees can be put to more valuable use. I would have no hesitation in recommending ABB and its service contracts to other people and when we put other robots in, they will more likely be ABB's, complete with full service contracts on them"



Good reasons to invest in a Service Agreement with Remote Service

- High uptime of the production assets
- Immediate response in case of unplanned stoppages
- Minimize the cost for corrective maintenance
- Program back-up for recovery
- Faster ramp-up of new product introduction
- Online access to robot information
- Lower environmental impact