



Help is at hand

Good service is also about being there when you most need it. Metso Waste Recycling has subsidiaries and agents around the world who are ready to come out to you right away.

Lightning quick relief in Thailand

Help is near for Metso Waste Recycling's customers, no matter where in the world the breakdown occurs. The Thai company, N15 Technology, can attest to that. It only took nine days from when a fault was reported to when the shredder was back to full capacity.

N15 Technology produces RDF for the cement industry in Thailand. It requires the most effective equipment on the market to shred the many different kinds of industrial waste bits, and the company therefore chose an M&J PreShred 1000 - 7 for the task. Management has been extremely pleased with its performance. The shredder has practically been running non-stop since it arrived, and it even manage to produce RDFs under 100 mm which makes the subsequent transport and processing far easier.

First step - find out what's wrong

The hit-the-ground running start was, however, hit by a single bump on the road. It turns out that a large mechanical component on the shredder had an 'birth defect' which shut down one of the axles. The fault was covered by the warranty, so the service department at Metso Waste Recycling provided lightning quick relief as soon as N15 Technology got in touch with them. At first, the company's employees sent photos and explanations to the service department, and this was followed up by a short dialogue. This allowed the service department to identify the problem and thus determine which components were needed for the repairs.

"We know how much our customers depend on our equipment. Therefore, it is critical that we rectify the problems as quickly as possible - no matter where in the world the customer is located. Fortunately, in this case, we were able to easily trace the source of the problem and thus get started with the process of fixing it immediately," explains Michael Stampe, manager of the service department at Metso Waste Recycling.

Next step - replacement of parts and testing

The spare parts were immediately sent by plane, and a service team quickly followed. The diagnosis of the problem was correct, and the service team was, after a day's work, able to get the shredder running and check that

everything was in working order. Only a week had passed since the day when the fault on the machine was reported to when it was back to operating at full capacity. In the meantime, N15 Technology had kept the piles of waste from overflowing by increasing the hours worked on a machine that, despite everything, was still able to run at half capacity. And the remainder of the waste was quickly taken care of once the shredder was repaired.

"It has been a very satisfactory cooperation with the service team throughout the course. They acted very quickly when we reported the failure, and the service engineer knew exactly how the task should be addressed to get our production started as soon as possible. It is reassuring to know the short response time on relevant actions, even though the distance is great," says Key Account Manager Somboon Kittianong.

The company

Founded in 2014, N15 Technology Company Limited is a relatively new organisation in the refuse systems companies industry located in Chatuchak, Thailand.

