

# TETRA PAK® CUSTOMER CASE

## OPTIMISE PERFORMANCE



## Predict failures to boost your productivity

The Spanish dairy producer saved €55,000 and avoided 50 hours of downtime thanks to Predictive Maintenance.



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### Customer

A dairy producer in Spain.

### Challenge

To minimise production downtime and optimise operational cost with high production demand (4,000h/yr).

### Solution

Tetra Pak® Plant Care service agreement with on-site service engineer and enabling of three Tetra Pak® A3 Flex machines with Predictive Maintenance service.

### Result

Reduced downtime by 50 hours, saving €55,000.

# Customer challenge

Our dairy customer had a high production demand of 4,000 hours per year and wanted to reduce downtime and cut operating costs by decreasing the incidence of unforeseen failures.

## Our solution

The customer signed a Tetra Pak® Plant Care service agreement including an on-site service engineer to cover immediate technical needs and preventive maintenance. Besides that the three Tetra Pak® A3 Flex machines were equipped with a condition monitoring kit allowing for Predictive Maintenance. How does this work? We use advanced sensors to monitor the most critical functions of the machinery. These sensors send real-time data to the specialists at our Quality and Performance Management Centre. Using their expertise, our experts analyse the machinery's data and benchmark its performance. They then send operational insights to service engineers on-site, alerting them if something is wrong. This allows us to predict problems in the customer's operation and prevent them from occurring. In this concrete case, we were able to detect various malfunctions, such as a misaligned carriage and lateral play. We were even able to detect a missing lubrication point and a misaligned support to the pusher. This information was shared with the engineer on-site, who responded by installing the lubrication point, replacing the carriage and adjusting the belt. This allowed the machine to return to production, avoiding downtime.

## Results achieved

The financial value of the improvements was approximately €55,000 during the first 18 months. Enabling the three Tetra Pak® A3 Flex machine lines with Predictive Maintenance allowed the customer to avoid 50 hours of unscheduled downtime. The service also helped to prevent visual defects on the packages.



### Customer case A dairy producer in Spain

**Challenge:** To minimise production downtime and optimise operational cost.

**Solution:** Tetra Pak® service agreement including Predictive Maintenance for three Tetra Pak® A3 Flex machines.

**€55k**  
savings

**50h**  
avoided downtime

### Tetra Pak® Services

Tetra Pak® Services cover every aspect of your food production, from daily routines to business insights. Our tailored service solutions improve performance, optimise costs and ensure food safety throughout the lifecycle of your operation. With Tetra Pak as your partner, you get the people, portfolio and presence to achieve your performance goals.

Find out more about Tetra Pak® Services at [tetrapak.com/services](https://tetrapak.com/services).

