

Remote commissioning of the first AAC production plant in Uzbekistan

Before 2020, the complete installation and commissioning of a plant without the presence of technical supervision specialists on-site was considered hardly possible. Meanwhile, a lot has changed and Wehrhahn has introduced a refined integrated concept: Remote Technical Service (RTS).

Remote service in general is not a new feature but has already been implemented in Wehrhahn plants for many years. However, the concept and the technology have been fine-tuned and allow a wider range of applicable services. Wehrhahn Remote Technical Service can now replace or complement traditional “on-site”- Technical Service and enables close work with customers. The concept is simple: As an overall virtual service concept for various application fields, it combines the advantages of Wehrhahn Technical Service, Wehrhahn Remote Service and Wehrhahn Support.

Wehrhahn RTS made it possible to successfully commission the first two plants in 2020 without the presence of Wehrhahn specialists on-site.

One of these plants is located near Tashkent in Uzbekistan. Wehrhahn and the customer East Mining Invest started the plant installation in the beginning of 2020. When the pandemic made it impossible for Wehrhahn Specialists to travel internationally, RTS took over. East Mining Invest was able to produce their first cake in September 2020. Ever since, they have been producing AAC blocks under the brand name ‘Arton’.

TECHNICAL SERVICE (on-site)

- Consulting and assistance
- Supervision of installation and commissioning
- Training of machine operators and lab personnel

REMOTE SERVICE (online)

- Direct access to the plant
- Proactive service
- Assistance during regular production
- Parameter optimisation
- Program updates

WEHRHAHN SUPPORT (on-site)

- Process optimisation
- Production improvement
- Product quality increase
- Training on application
- Mentoring / Advice

All Wehrhahn-features at a glance: Technical Service, Remote Service and Support.

REMOTE TECHNICAL SERVICE (online)

Individual, combined Technical Service, Remote Service and Wehrhahn Support – all carried out by multimedia communication (optimal assistance and proactive service)



Through direct plant access, Wehrhahn specialists can monitor and control the plant in real time.

The introduction of RTS to East Mining Invest started in March 2020. Not only did Wehrhahn Specialists have to overcome e. g. time and language barriers, but also the technical equipment had to be installed in order to initiate the remote operation and enable programme adjustments. This is necessary for smooth conversation and cooperation. Pushed by the worldwide restricted travel options, Wehrhahn had to react quickly and the result was impressive.

Flexible working hours for Wehrhahn Specialists to adapt to the local time in Uzbekistan and skilled translators addressed the issues. During the launch of RTS with East Mining Invest, it quickly became clear that the challenges of a remote plant commissioning are very similar to those of on-site plant commissioning.

Available all around the globe. Global networking by RTS via Internet enables distances and borders to be crossed. RTS is a central know-how driver in Wehrhahn-AAC production.





*Frank Pottin,
Director of Electrics and Automation, Wehrhahn*

Remote Technical Service

“Versatile possibilities of remote service, remote installation and remote training complement the smart production. This is essential in times, when quick action is necessary and also under exceptional conditions, for example in case of restricted travelling, when face-to-face meetings are difficult to realise.”

For both ways, the most important part is a clear task structure. Wehrhahn Specialists and customers agree that the commissioning can only run smoothly and successfully, if work steps are well-structured and carried out accordingly. For this, Wehrhahn has developed a unique guideline for East Mining Invest, the Wehrhahn Project Management Tool (WPM) for status monitoring and scheduled meetings on a daily to weekly basis.

In addition, Wehrhahn Specialists have direct remote access to the customer's plant. With the appropriate equipment and network on the customer's side, specific instructions can be given via video stream, chats and direct operation, settings can be optimally adjusted.

This ensures a close, however individual Technical Service. Consequentially, the production process is constantly monitored and optimised, which reduces the overall downtime of the plant and ensures the individual needs of every plant at all times.

The increasing demand of RTS led to a reduction of travel related costs and delays, as Wehrhahn specialists are not required to travel in order to be present on-site for Technical Service. They are much more flexible and available on spot for any required assistance, because they can switch from one customer to another without travel formalities.

Consequently, during the commissioning process, a specific Wehrhahn Expert is available within minutes. Furthermore, experience has shown that qualified personnel on both sides are essential for clear communication and an effective collaboration. This enables a close cooperation between Wehrhahn and the customer. The customer's personnel will be trained and thus their knowledge of the plant and process is improved.

Overall, the many exceptional challenges that occurred in 2020 led to Wehrhahn further advancing Remote Technical Service. Wehrhahn learned to adapt to language and time barriers, software issues and established a well-structured remote service that has already proven to be successful. ●



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