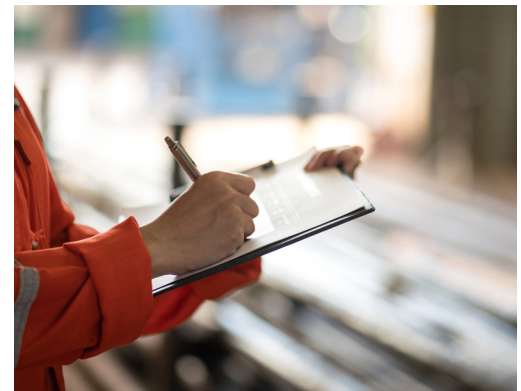


Pivoting to Lincoln Electric Automation Service When OEMs Don't Answer the Call

MITIGATING DOWNTIME WITH LINCOLN ELECTRIC'S VERSATILE AUTOMATION EXPERTISE

INTRODUCTION

One of the world's leading heavy equipment manufacturers struggled to receive reliable service on their various automated systems from the original equipment manufacturers (OEMs), which led to production inefficiencies and system degradation. In a quick automation plant audit, a Lincoln Electric Automation technician inspected dozens of robotic systems and recommended additional enhancements based on current and desired operations. The customer has elected to pursue our preventative maintenance offering and is working to mitigate the risks highlighted in the plant audit, including long-lead time replacement parts and exploring system retrofits to eliminate the risk posed by obsolete components.



THE CHALLENGES

- » **Obsolete Components from OEMs:** The OEMs of various automated systems lacked stock of critical system components, which could result in extended periods of downtime if they were to fail.
- » **Aging Systems:** Service support may drop off or may require hard-to-find specialists for older systems. Lincoln Electric can diagnose the health of aging automated systems and provide realistic upgrade plans for service customers.
- » **Extended Downtime:** The customer did not have an effective spare parts inventory strategy in place, which meant parts had to be ordered on a case-by-case basis. These parts can take weeks if not months to arrive at the facility.

WHY THEY CHOSE LINCOLN ELECTRIC

The heavy equipment manufacturer has a positive, longstanding relationship with Lincoln Electric for welding and automation systems and services. Even though they had Lincoln Electric systems installed at that specific facility, they have not historically engaged with Lincoln Electric for preventative maintenance or proactive spare parts strategies. With the introduction of the automation plant audit, they trusted Lincoln Electric to investigate the windfalls related to un-serviced systems overdue for a checkup.

HOW LINCOLN ELECTRIC RESPONDED

A Lincoln Electric Automation service technician spent three days at the customer's facility to perform an extensive automation plant audit. The audit included robot, positioner, and component age assessments; oil and battery checks; broken or worn part inventories; and more. The technician discussed below-the-surface challenges and developed actionable solutions with the customer. Many operational inefficiencies are due to a culmination of factors not easily seen off-site. Lincoln Electric Automation understands the value of being on-site with the customer to identify more nuanced factors.

After the audit, the technician proposed follow-up maintenance and plans based on the audit results. In this situation, two robot cells needed additional maintenance that was not performable during the first visit, along with other tune-ups. The technician also presented a spare parts inventory strategy, as many unexpected downtime events can be shortened with a foresighted strategy.



THE RESULTS

This collaboration between Lincoln Electric and the customer resulted in an enhanced operations experience at the customer's high-production facility. The customer accepted the technician's proposal for additional maintenance on robots. When the customer sends in a purchase order, the cost of the audit gets credited towards the follow-up purchase.

LOOKING TO ENHANCE YOUR OPERATIONS?

Request an automation plant audit to see how you can improve your automation at www.lincolnelectric.com/automationservices in the "Field Services" section. Be sure to check out our other automation services too, including remote support, engineering services, spare parts requests, and more.



About Lincoln Electric

Lincoln Electric is the world leader in the engineering, design, and manufacturing of advanced arc welding solutions, automated joining, assembly and cutting systems, plasma and oxy-fuel cutting equipment, and has a leading global position in brazing and soldering alloys. Lincoln is recognized as the Welding Expert™ for its leading materials science, software development, automation engineering, and application expertise, which advance customers' fabrication capabilities to help them build a better world. Headquartered in Cleveland, Ohio, Lincoln has 71 manufacturing locations in 20 countries and a worldwide network of distributors and sales offices serving customers in over 160 countries. For more information about Lincoln Electric and its products and services, visit the Company's website at <https://www.lincolnelectric.com>.

CUSTOMER ASSISTANCE POLICY

The business of Lincoln Electric is manufacturing and selling high quality welding equipment, automated welding systems, consumables, cutting equipment and EV charging systems. Our challenge is to meet the needs of our customers, who are experts in their fields, and to exceed their expectations. On occasion, purchasers may ask Lincoln Electric for information or technical information about their use of our products. Our employees respond to inquiries to the best of their ability based on information and specifications provided to them by the customers and the knowledge they may have concerning the application. Our employees, however, are not in a position to verify the information provided or to evaluate the engineering requirements for the particular weldment, or to provide engineering advice in relation to a specific situation or application. Accordingly, Lincoln Electric does not warrant or guarantee or assume any liability with respect to such information or communications. Moreover, the provision of such information or technical information does not create, expand, or alter any warranty on our products. Any express or implied warranty that might arise from the information or technical information, including any implied warranty of merchantability or any warranty of fitness for any customers' particular purpose or any other equivalent or similar warranty is specifically disclaimed.

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