



INDUSTRIAL FIELD SERVICE

ON-SITE REPAIRS AND TROUBLESHOOTING



- › EMERGENCY BREAKDOWN SERVICE
- › ON CALL 24/7
- › RETROFITS
- › DRIVE INSTALLATION AND START-UP
- › PROGRAM BACK-UPS AND ARCHIVING
- › PREVENTIVE MAINTENANCE PLAN
- › THERMAL IMAGING





DOWNTIME IS EXPENSIVE!

WE CAN HELP



PLASTICS EXTRUSION



PIPE & TUBING MANUFACTURING



HEAVY MATERIAL HANDLING

THE PROBLEM

The Friday before July 4th weekend, the customer's 400HP DC motor control died on an extruder. It was a tough weekend to find available repair techs or parts. Why is it that breakdowns always happen on weekends and holidays?

The customer acquired pipe mill machinery in Houston and wanted it moved to Ft. Worth. The machine controllers were made overseas and there was no available documentation since the internal functions were kept proprietary. This added additional complexity to the ensuing startup.

The petroleum coke processing plant was plagued by an aging controls system. Replacement parts were nowhere to be found. Each increasingly frequent failure resulted not only in idle workers but also the obligation to pay fees for waiting ships clogging the ship channel.

OUR SOLUTION

I-IDM had a 400HP drive in our local warehouse and shipped it via courier Friday night. The retrofit job began Saturday morning and included fitting the drive into the existing enclosure and programming it to work with the machine's existing control logic.

I-IDM was hired to take the lead on the move, assisting the customer's internal team with the dismantle. We ensured all wires, machinery and electronics were physically marked for efficient reassembly. We documented all parts and backed up all software programs before the move.

I-IDM was hired to retrofit the controls system with modern Allen-Bradley PLCs, which required a complete program conversion. We decommissioned the old hardware and installed new, reconnected all field devices, converted the program, and made sure the new hardware communicated with their SCADA system.

THE RESULT

I-IDM's team completed the repair and troubleshooting over the holiday weekend. When the plant employees returned after the July 4th holiday weekend, the extruder was operational, and the customer had only lost a partial day of production.

The relocation required technicians and engineers from both the customer and I-IDM's Houston and Dallas locations. If needed, techs from I-IDM's Oklahoma and Chicago locations were available for deployment. Our techs remained onsite for several months in Ft. Worth to complete the reassembly, startup, and any troubleshooting.

After the successful retrofit of the first handling line, the customer hired I-IDM to upgrade the remaining lines with new controls. The result? No more frequent failures, more production reliability, and readily available replacement components for the more modern equipment.

24/7 WEEKENDS AND HOLIDAYS

OUR TEAM WORKS WITH YOUR TEAM

FIX ONE, FIX MANY

INNOVATIVE-IDM SERVICE TECHNICIANS CAN SUPPORT YOUR MAINTENANCE DEMANDS AND REDUCE YOUR NEED FOR NEW CAPITAL EQUIPMENT



STEEL MILL

THE PROBLEM

A steel mill planned to restart production after economic conditions had mothballed it for several years. The incoming maintenance team was unfamiliar with the machines they had inherited. The overall operation of the plant was in question.

OUR SOLUTION

Fortunately, I-IDM had serviced the mill several times before it closed, so our techs were familiar with the existing production equipment. Our field service technicians successfully debugged, re-programmed and did the startup on the legacy system.

THE RESULT

After I-IDM had the mill operating at a performance level better than before it was mothballed, the customer asked us to install a slitter coiler. Turnkey field service and installation by I-IDM streamlined the existing production line and we further improved it by adding the coiler.

TURNKEY REPAIR & INSTALL



THERMOFORMING MACHINE RETROFIT

The aging thermoform machine suffered from an inoperable Allen-Bradley servo controller and servo drive. Both were obsolete and couldn't be repaired. Even worse, the OEM quoted an exorbitant price to upgrade the machine to modern product specifications.

I-IDM retrofitted the aging machine with a modern Omron machine controller and new Yaskawa servo equipment. The retrofit included removing the Allen-Bradley equipment and programming the application.

I-IDM modernized the machine for less than half the cost of what the machine's OEM quoted. The customer then enlisted our local Chicago manufacturing facility to design, manufacture and install aluminum extrusion hard guarding with interlocks to upgrade the safety of the production line.

LOCAL PROJECT SUPPORT



FOOD AND BEVERAGE

The customer's CPU battery failure caused the PLC to lose its program. The customer did not have a digital backup of the program. The production line was down, and there was nobody onsite capable to reprogram the PLC. Now what?

I-IDM techs reconstructed the original PLC program from the customer's long-ago archived paper copy. The program had been modified in the years since the PLC was installed, so the customer retained us to help update the program to its status prior to the crash.

The production line was back up and running in less than 24 hours. With the PLC now functional, digital backups of the PLC program were provided to the customer and a copy was confidentially archived offsite at Innovative-IDM for the customer's potential future needs.

PLC WHISPERERS

WE CAN TAKE CARE OF THE EQUIPMENT IN YOUR FACILITY

OUR TECHS HAVE YOUR FACILITY COVERED!

EMERGENCY BREAKDOWN 24/7/365

We are on call, ready to dispatch when your equipment stops working.

PREVENTIVE

We visit your site on a predetermined schedule. You schedule the date and length of your regular maintenance. We take care of the rest.

PREDICTIVE

We evaluate your machine on an intermittent or ongoing basis. We reduce unexpected downtime by implementing IIoT technology such as asset management, remote support, data acquisition, cloud connectivity and more.



TRY US!

- // Routine maintenance of existing equipment
- // Preventive and predictive maintenance plans
- // We travel anywhere – local and national dispatch from any of our service locations
- // On-site retrofit capability
- // Programming and tuning assistance
- // Installation and start-up assistance
- // 24/7/365 availability
- // Emergency express same-day replacement service for in-stock items available at InnovativeIDM.com

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