



CASE STUDY 20061005R

Uni-Roller Project Ownership

Communication at Start up Is Key

Sometimes when small details are overlooked, there can be the potential for larger problems. A manufacturer of kitchen products jumped in to a uni-Roller project with both feet. Fortunately in this case the setbacks were only temporary.

Step 1: Customer purchased two RL23 “C” Type Systems and purchased installation services.

Step 2: Customer purchased two more systems – also with installation services.

Step 3: Project Engineer was put on another project prior to scheduling installation.

Step 4: Customer installed uni-Rollers themselves. The reservoirs were mounted above the units instead of below (This is a no-no, as fluid needs to be pumped into the roller and not gravity fed. Mounting above the rollers causes fluid to push its way onto the rollers and over saturates them.). Fluid also needed to be heated for even distribution and no one was monitoring the temperature. The result was a mess at each station – too much fluid and uneven distribution.

Step 5: UNIST rep called to follow up and was told the systems were working incorrectly.

Step 6: UNIST field rep installed the systems to operational standards, and the customer switched to a fluid that did not need to be heated.

Step 7: All is well.

This is just one of those situations where everyone was attempting to do their job, and some of the steps turned out in the wrong order. Sometimes these circumstances result in the equipment not being used at all and potential savings are lost. Luckily that was not the case here. UNIST always encourages all users to communicate any questions / problems to the factory, as well as all representatives to follow up promptly.