

AT A GLANCE

Our customer faced significant production delays when a paper machine went down for several days. FSC provided immediate on-site service, removing a seized pin and installing a new cylinder. With the machine restored within hours, our customer quickly resumed production, reinforcing FSC's value as a reliable service partner for complex mill equipment challenges.

THE CHALLENGES

Our customer experienced critical downtime when a seized pin on a paper machine prevented the removal of a failed cylinder. This caused the machine to be offline for several days, the situation escalated quickly, putting pressure on operations to restore functionality without causing further damage to surrounding components.

- **Seized Pin Failure:** A stuck pin made it impossible to remove a bad cylinder on the paper machine.
- **Extended Downtime:** The paper machine had been down for several days, impacting mill output.
- **High Operational Pressure:** As part of a major global packaging company, the mill needed rapid recovery to maintain production flow.

THE BENEFITS

-  **Faster Production Recovery**
Machine operation was restored within hours.
-  **Accurate Troubleshooting**
FSC identified the root cause quickly, preventing repeat failures and guesswork.
-  **Reduced Operational Costs**
Quick restoration limited lost production time and avoided extended repair expenses.
-  **Stronger Customer Confidence**
Rapid service and problem solving resulted in an immediate rush order from the mill.

THE SOLUTIONS

FSC responded with immediate on-site service, bringing a combination of mechanical expertise and hydraulic knowledge to the job. The team worked efficiently to remove the obstruction and replace the failed component.

- **Pin Removal & Cylinder Access:** Four hours of torching, cutting, and drilling to free the seized pin.
- **Rapid Cylinder Installation:** Once cleared, the new cylinder was installed in just 30 minutes.

