

Manipulator arm overhaul prevents costly downtime

Challenge

Ashtead Technology were contacted by a customer who faced a critical downtime risk when their Schilling Titan 4 manipulator arm began showing signs of leakage.

The customer instructed our team to perform a full seal replacement within an eight-week window to align with their operational schedule.

Following an initial examination of the arm at our dedicated manipulator centre, it became clear that the issues extended well beyond degraded seals and the arm would require a thorough investigation.

Solution

Upon disassembly, our expert manipulator technicians discovered significant internal corrosion affecting multiple components within the arm. Damage that went far beyond the scope of work that the customer had initially anticipated. Recognising the complexity of the issues, the team prepared a comprehensive service quote detailing all identified issues and associated repair costs, supplemented by findings from a detailed inspection report.

The inspection report included:

- Itemised damage to each internal component
- Photographic documentation to support observations
- Detailed explanations of how corrosion had spread and its implications on functionality

The customer promptly reviewed the documentation and accepted the revised scope of repair. Thanks to the strong stock availability at our manipulator centre, all necessary parts were on site enabling the repair to proceed without delay and within the original eight-week deadline.

Results and Impact

- Despite the expanded scope of work, the manipulator arm was returned to the client within their required eight-week timeframe.
- The detailed service quote and inspection report fostered client confidence, resulting in immediate approval.
- Thanks to our large stockholding of parts, what could have been a potential sixteen-week delay was averted, minimising downtime for the customer.

