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Sci-fi troubleshooting

BRÜCKNER ■ Film producers are probably familiar with this situation: the order book is full and the production line is running day and night. All of a sudden, the film breaks and the line stops. The operating staff search for the cause of the interruption and a way to fix it: maybe it's the wrong parameter settings in the line's control, damaged IO cards, worn-out wiring or any other fault which could have caused the stop. After 45 minutes of thorough investigation no solution is in sight.

The line operator who can use remote service in this situation has a clear advantage. With remote service, equipment manufacturers and service specialists can remotely monitor, debug and assist repair activities on the production line. This technology has been in use for many years and reduces the lines' standstill period. Because of the current widespread availability of broadband internet, remote service offers even more options for increasing service efficiency. Frankly speaking, it is even possible for service providers to send a »virtual service specialist« to the line immediately. »Virtual« in this case means that the service specialist can carry out all the necessary activities without moving from the service provider's headquarters. He gathers all the required information (including live audio and video) for efficient troubleshooting and a remote, fast restart of the production run. Although the virtual service specialist tools seem to be straight out of a science-fiction movie, they are ex-

cellent devices to ensure high line availability. Science-fiction becomes a reality.

The virtual specialist is the latest step in the development of remote service. In the past, the service specialist could only have a look into the line's control system because of a poor data transmission rates offered by internet connections. At best, the service specialist could tell the on-site operator via telephone what to do to fix the problem. In the cases when this was not possible, e.g. for complex repairs, a specialist had to travel to the customer's site which involved the risk of sending the wrong specialist (mechanic, electric, process, ...) or equipment on the trip due to false, or simply missing information. Since time is money in troubleshooting, this procedure was not acceptable.

Brückner Servtec's goal is to provide fast and highly efficient service. This is possible by using state-of-the-art technology and *Travis Remote Service* tools (*Travis* = Tools for Remote Audio and Video In Service). With the idea of combining up-to-date remote access options with live audio and video transmission, *Brückner Servtec* was able to close the missing gap and finally send a virtual specialist on-site. In practice, a troubleshooting workflow with *Travis* is different to standard telephone and email service in that *Travis* tools can be used as standard, but also as wireless operator stations to control a production line. As soon as assistance is needed, the *Travis* user at the customer location is connected to

Brückner Servtec via standard video conference at the push of a button. The user and the specialist at *Brückner* can talk to and even see each other. The specialist can open a parallel remote connection to the line visualisation, to the PLC and also to the *Travis* tool which is used on-site. The specialist guides the user directly according to the information he gathers by the remote connection and the visual feedback received from the *Travis* device. Furthermore, electrical or mechanical drawings can be displayed on the *Travis* tool and shown to the user on-site. The tools can even be connected to any electronic part (e.g. dosing unit, temperature controllers, etc.) via standard interfaces. Thus, the *Brückner* specialist can debug devices which would not be accessible via standard remote connection. The *Brückner* specialist is virtually on-site at the customer's line - with the virtual specialist *Travis*.

The fully scalable solution includes a 10" industrial grade touch panel (*Travis Mentor*) and a high-end wearable solution with headset and see-through display (*Travis Callisto*). Both products offer the same features like individual and modular configuration, free configurable hardware buttons, and a non-proprietary system, which allows configuration to use *Travis* with partners apart from *Brückner* (e.g. *Brückner* at button 1, slitter manufacturer at button 2, etc).

Additionally, *Travis* can be combined with *Brückner Servtec's* service agreements, such as the 24h-hotline Expert-on-Demand or the Smart-Service-Account offering reduced service fees. This improves the *Travis* performance even more: high specialist availability and cost savings combined with excellent service efficiency.

Travis shows what future service will look like, and it does not stop with service: tools can also be used for online-training, maintenance, or for customer's internal use to remotely connect to the line from the home office and much more. Science-fiction becomes reality - with *Travis*.

→ www.brueckner.com

New resins

LYONDELLBASELL ■ The Rotterdam/NL-based supplier has launched two new low-density Polyethylene (LDPE) resins which offer enhanced performance for a wide range of film applications. The new grades are produced using the company's Lupotech T high pressure tubular process technology. Lupolen 3420J and Lupolen 3426J feature numerous benefits compared to standard LDPE products used in film such as higher stiffness, optimised puncture and tear resistance, optimum optics and low gel levels. Key beneficiaries of this technology include producers of label, hygiene, overwrap and lamination film, tissue packaging and surface protection film.

While Lupolen 3420J is free of additives and addresses application requirements for easy extrusion and high output rates in film applications, Lupolen 3426J contains slip and anti-block agents.

Additional benefits offered by the high-density and outstanding melt strength of Lupolen 3420J and Lupolen 3426J include potential down gauging of flexible packaging. Down gauging enables converters to use less material, offering cost savings throughout the supply chain.

→ www.lyondellbasell.com

High productivity T-shirt bag making line

PARKINS PLASTIC MACHINERY ■ The Taiwan-based company is specialising in servo-driven bagmaking machines in various configuration levels for a variety of bag shapes and types. The designation BJABP+AS3

