



SORG

Service Contract

Perfect Solutions for the Glass Industry



Why does a customer need SERVICE VISITS?

Glass manufacture is nearly always a continuous process, operating 24 hours a day, 7 days a week and, most likely, 365 days a year.

Glass melting installations require a high level of investment and any break in production, for whatever reason, always incurs high costs. Some repairs will always be unavoidable, but it is possible to safeguard against unexpected faults that occur because problems were not identified in good time.

Although the furnace itself is a refractory assembly, held together with bracing steelwork, it is only possible to operate it in conjunction with a wide range of systems and equipment that provide the necessary heating, cooling, raw material transport, metering and control etc. The same is also true for distributors and forehearth.

The systems and equipment used in glass factories are rightly expected to be designed and constructed to withstand the adverse conditions that commonly exist in the factories.

However, it is simply not realistic to expect that an installation, which must run continuously for several years in a hot and often dirty environment, will always operate smoothly without regular servicing.

As installations become more and more complex (for example, heating and control systems) and the demands of the economic environment increase the pressure on manufacturers (energy costs, emission regulations), it becomes increasingly important to ensure that all systems and equipment support optimum furnace and forehearth performance.



SORG SERVICE



SORG® has been involved with glass furnaces and installations for the production of all types of glass for many, many years and has earned an excellent reputation throughout the glass industry. The Company has always been a forerunner in the field of development and current furnace designs achieve the long lifetimes now expected of modern installations. The best SORG® furnaces often operate successfully for more than 10 years.

The Company has been providing service for customers for many years. In the past this was often limited to supervision of installation and commissioning, followed by on-site training before the installation was handed over to the customer.

With fewer people available in the glassworks for maintenance jobs it may be difficult for factory personnel to acquire enough experience in dealing with matters that do not occur regularly. Therefore, SORG® specialists are now often called in when problems arise during a furnace or forehearth campaign.

As a result of this involvement SORG® has built up a team of competent service specialists with first-hand knowledge of all aspects of furnace and forehearth operation. Whereas, in the past their involvement was frequently at a stage when problems were already being encountered, this experience is now available to manufacturers as part of the SORG® after-sales customer support programme before problems occur.

It is to your advantage to use the experience provided by these knowledgeable specialists and have the condition of your furnace and forehearth installation checked at regular intervals.

It has been shown repeatedly that regular inspections can help safeguard against unnecessary interruptions in production caused by unforeseen problems, and assist in the maintenance of good production, saving both time and money.

What is a SERVICE VISIT?

Service work will be carried out by one or more SORG® service specialists during a dedicated visit to the customer's factory – the SERVICE VISIT.

The glass manufacturer and SORG® will confer and agree in advance which systems and equipment will be checked, the anticipated length of the visit and the number of specialists required to carry out the work.

During the visit the SORG® specialists will audit the condition and operation of the systems and equipment listed in the agreed schedule. The customer will be informed of any setting changes that the specialists consider to be advantageous for the smooth operation of the installation and, subject to his agreement, the changes will then be implemented. Where appropriate, simple servicing work will be carried out on the equipment.

If the replacement of any parts that are defective, or likely to cause problems, is considered advisable, replacement will be carried out immediately if the parts are available and the customer is in agreement.

As a final precaution against future problems the availability and condition of spare parts will be checked.

The customer will be informed about the initial results in a meeting during the visit, giving him the opportunity to discuss details with the specialists.

SORG® places great value on making sure that the customer is fully informed about the results of the visit. Therefore a full written report, including all data, equipment status information, details of settings found and changes made, and recommendations for the future will be provided after completion of the visit.

Why is a SERVICE CONTRACT necessary?

A Service Contract will be concluded between the customer and SORG® before a visit takes place. This contract covers a defined time period and includes a specified number of Service Visits. A typical time period for a contract would be 2 years, with Service Visits scheduled for approximately every 4–6 months, depending on the age of the installation.

Most importantly however, the Service Contract specifies the number of specialists who will be on site and details of all work to be done and equipment to be checked. The customer is able to specify in advance which equipment and systems will be checked and can therefore ensure that all important items are included. This also ensures that there will be no misunderstanding about the scope of the work to be carried out.





What can be INCLUDED?

Subject to the agreement made in the Service Contract (see previous page) the Service Visit can cover inspection of the following installation areas:

- furnace refractory condition
- furnace equipment – condition and operation
- furnace operation – heating, batch charging, bubbler, reversal, etc. as appropriate
- distributor and forehearth equipment – condition and operation
- distributor and forehearth operation – heating, cooling, metering and control systems

What is EXCLUDED?

- During a Service Visit the SORG® specialists are only able to carry out the work specified in the Service Contract (with the exception of any urgent maintenance work found to be necessary during the visit).
- Equipment not originally supplied by SORG® cannot be included in a Service Contract.
- Non-original spare and consumable parts will not be installed as part of a Service Contract.



The BENEFITS of a SERVICE CONTRACT

- Many potential **problems can be avoided** completely.
- Regular set-up checks by experts **guard against wasteful operation**.
- Small **problems can be corrected** before they become large ones.
- **Factory personnel can learn** from the SORG® specialists.
- Spare part holding can be optimized to **guard against unexpected failures**.

Make use of SORG® expert knowledge and experience to optimize all aspects of your operation.

Ask your SORG® Sales Engineer for details of a SERVICE CONTRACT.



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