

Enhancing Operational Efficiency and Safety Standards

A Comprehensive Solution for Gas Detection Challenges



The collaboration between the customer and ABB demonstrated a proactive approach to addressing complex challenges in the chemical manufacturing industry.

Measurement made easy

Introduction

The customer is a long-standing chemical industry leader with over 160 years of history. They had adapted to the changing needs of industrial applications yet still faced many challenges, especially in keeping its gas detection processes efficient and safe. These challenges could jeopardize the smooth operation of the business. This application note describes how the customer and ABB worked together to solve these urgent issues.

The Challenge

The customer, a global leader in chemical manufacturing, faced a pressing challenge concerning the upkeep of two PGC5000 units, integral to their gas detection processes. As the customer navigated through this challenge, the imminent retirement of a seasoned technician further exacerbated concerns regarding knowledge transfer and the uninterrupted maintenance of gas chromatography (GC) systems.

The Solution

In response to the identified challenges, the customer embarked on a strategic partnership with ABB. Through this collaboration, the customer procured an Annual Measurement Care Service Agreement tailored to their specific requirements. This agreement encompassed comprehensive support for their PGC5000 units, featuring dual ovens, and included two on-site service days supplemented by 10 hours of Visual Remote Support.

Benefits

The implementation of the Annual Measurement Care Service Agreement facilitated a transformative shift in the customer's gas detection processes. Expert assessments and recommendations provided by ABB, led to significant enhancements in accuracy and reliability. Specifically, the identified updates mitigated risks associated with cross interference, thereby fortifying operational efficiency and safety standards.

Moreover, the integration of ABB's Virtual Remote Support further empowered the customer to address potential issues promptly and efficiently. By leveraging remote connectivity with ABB technicians, downtime was minimized, and productivity was optimized, ensuring uninterrupted operations and bolstering the overall performance of the gas detection systems.

Through this strategic partnership, the customer reaffirmed its commitment to operational excellence and underscored its readiness to adapt to evolving industry dynamics. Moving forward, the insights gained from this collaboration serve as a testament to the transformative potential of proactive maintenance and cutting-edge technological solutions in ensuring the longevity and resilience of industrial operations.

Conclusion

In conclusion, the collaborative efforts between the customer and ABB exemplify a proactive approach to addressing complex challenges within the chemical manufacturing industry. By prioritizing the maintenance of gas detection systems and embracing innovative solutions, the customer not only mitigated operational risks but also laid a foundation for sustained efficiency and safety excellence.

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