

# FLEET REPORT OPTIMIZES SERVICE CALLOUTS

## Breaking new ground for customers

Plant manufacturer Nordex is breaking new ground in the optimum control of service operations for its customers. This requires having the right qualifications for the relevant task and the possible combination of tasks in the same wind farm.

The 22 employees in Bachmann Monitoring's CMS Service Center evaluate the data of the Nordex plants, assess their status and save the results in the customer's database. Nordex uses the »WebLog Expert«, a client-based software, to access the error messages at the click of a mouse, quickly obtain an overview and optimize its service organization.

So-called »fleet reports« are not so well-known in the wind sector. These provide a rapid overview of the status of all equipped plants and the indicated repairs. Their coverage can range from plants in different countries down to a main component of the drive train of each individual wind turbine in the fleet. »This makes it possible to considerably optimize the service offering, since each fault can be localized precisely,« says Holger Fritsch, manager of Bachmann Monitoring. »This also prevents, for example, a gear specialist from being sent out to a turbine for no purpose, as the problem is actually in the communication, the main bearing or the alignment.« Weblog Expert enables the fault reports to be taken from the database, sorted

according to the severity of the damage and location, and clearly presented to the CMS coordinator at Nordex in the form of an Excel spreadsheet. The coordinator is able to introduce service focus groups to his CMS community throughout the Group.

»Bachmann aims to be independent. It doesn't want to offer something like a cheap printer with expensive ink cartridges,« says Fritsch. With Bachmann Monitoring we are offering excellent service and high added value. »Easy to find faults, such as generator damage, are detected by Bachmann almost automatically. This then enables the highly specialized team to work on complex fault patterns and provide a service for which we often do not have the resources ourselves,« says Fritsch. In this way Nordex can optimize its service organization considerably, since it is clear with each fault report which specialist personnel are required. For example, if a maintenance operation is scheduled anyway, simple and preventive measures can be taken to keep plants with minor faults operational.



Plant manufacturer Nordex, headquartered in Hamburg, has successfully grown in recent years. The specialist in onshore wind turbines also grew considerably in the service area. The company invests heavily in technology and in lowering its electricity production costs.

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