

# Customer case study

## Flow Condition Monitoring



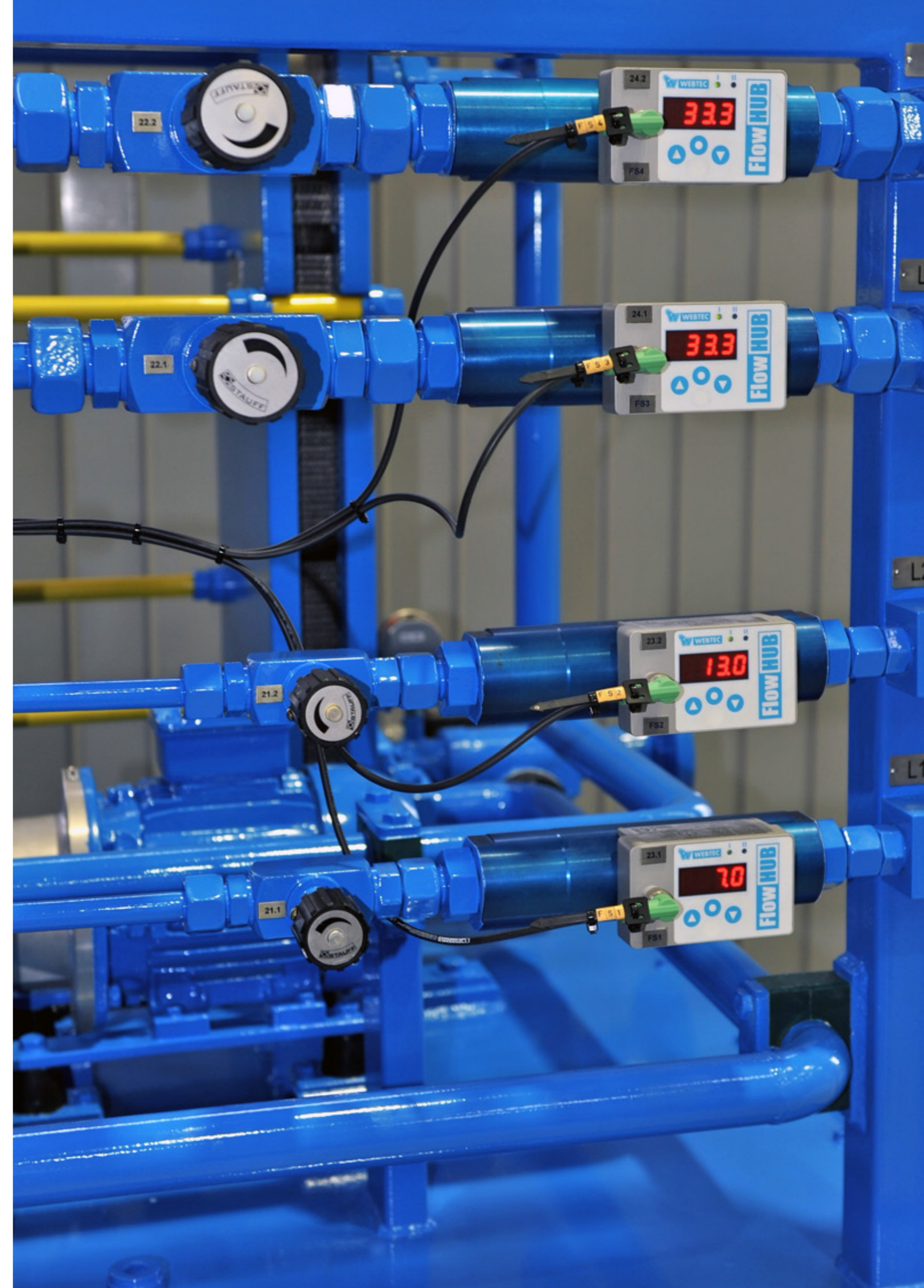
When Omar Cardoso, president of industrial engineering company Izda in Brazil, stopped at the Webtec Products stand at the Hanover Fair (1985) more than 25 years ago, little did he know that he was not just going to walk away with a superb piece of digital monitoring equipment, but that this would be the start of an enduring business relationship in which he considers his Webtec colleagues to be personal friends too.



The problem which led Mr Cardoso to Webtec's stand related to the monitoring of the hydraulic fluid supplied using the power packs that Izda designs and supplies to large industrial plants such as steel mills and electric power plants intended to cool and lubricate the bearings in the large hydraulic motors and big generators.

If the flow to the bearings dips below the optimum range, then the danger is that they will overheat,

burning out the bearing itself, as well as potentially causing damage to the shaft, resulting in up to six months down time while a new bearing is manufactured to order. Not only was the cost of replacing burned out bearings (estimated to be equivalent to the cost of more than 200 flow meters) in itself causing his customers major headaches, but having a machine out of action for such a long period of time was losing them money and restricting their productivity.



The initial solution provided by Webtec was a flow indicator which incorporated switches that could be used according to the project requirements. The product specified was subsequently developed into the FlowHUB that Izda supplies to its customers today. Not only does the FlowHUB monitor the flow of lubricant to the bearings of large electric motors and generators, but when the flow dips out of range, an initial alarm sounds as a warning, and then a second alarm stops the machine automatically before any damage can be incurred, thus removing the potential for human error. In addition, the digital readouts make monitoring much easier and clearer displaying both the oil flow and temperature, although, if preferred, there is the option for an analogue output to send the flow signal to a PLC.

Webtec's flow meters have been used by Izda's delighted customers for more than 25 years now and, since the completion of the initial 10 week project, Mr Cardoso reports that, where they are in place, the problem of burned out bearings has been completely eradicated. The company currently places four or five orders per year for batches of the FlowHUB, and continues to be more than satisfied with the quality and accuracy of the equipment, as well as with Webtec's first class after-sales service.

With technology advancing at such a fast pace and the need for ever more accurate monitoring and diagnostic equipment, however, Izda's president does not expect his working relationship with Webtec to end any time soon. As Webtec Products continues to develop its range of equipment in response to the needs of its global network of customers, Mr Cardoso fully anticipates learning and growing with the company.

For Mr Cardoso though, his experience of working alongside the team at Webtec turned out to be more than just finding a practical business solution.

'You are not only friendly, but friendly and efficient. You work with people, not with machines.'

*Omar Cardoso - President of Izda, Brazil*



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