

Problem - Engine Starting Issue

User Approach -

Few months ago Vermeer Service Team came across an issue wherein the machine was breakdown for 2 months. As reported, the engine was not starting. During these two months, the machine was attended by Non-Vermeer personnel. As told by the operator of the machine, they inspected components like Engine Control Unit (ECU), Controllers, Fuel Pump, PFC Pump etc. but were unable to identify the exact cause of the breakdown. Ultimately, the local personnel decided to take off the entire electrical harness and fit it back after 2 weeks of inspection. Unfortunately, the issue did not get resolved even after this course of action.



Being worried about the long breakdown of the machine, customer reached out to Vermeer Service team and requested for a service visit.



Vermeer Visit and Solution -

Vermeer Service Engineer, upon reaching the site, checked the history of the machine. He also understood the actions taken by the local personnel. To resolve the issue, he checked all the electrical connections on the machine as per the electrical schematic. It was found that one of the couplers was interchanged with another coupler. This caused improper supply at the required points. After making this small change in the connections, machine started in the first crank. In this case, the problem appears to be minor but due to lack of knowledge of the local personnel, customer has lost 2 months of machine availability, productivity and profitability.

Conclusion - By approaching company authorized service personnel, customer can achieve -

1. Faster and right resolution of problem
2. Cost saving as the machine breakdown time is lesser