

B & H LABELING SYSTEMS LABELER COMMISSIONING SERVICES



B & H LABELING SYSTEMS offers comprehensive and flexible commissioning services for both new and pre-owned B & H Labelers. B & H works with each customer to define their requirements and their constraints, and then develops a customized program designed to insure a successful start-up. All B & H Labeler Commissioning Services are provided by highly trained B & H field service engineers and trainers that do one thing: service and support B & H labelers.

LABELER COMMISSIONING

B & H defines commissioning as the start-up process for a new or pre-owned B & H labeler in which one or more B & H Field Service Engineers work cooperatively with customer and line integrator personnel to begin the operation of a B & H labeler at quoted speeds and quality standards.

Every labeler commissioning program includes a minimum of ten days of Start-up Support and Formal Training.

Beyond the minimum, B & H offers additional optional commissioning services which include:

- Installation Support
- Custom Onsite Programming
- Production Support

START-UP SUPPORT

B & H Start-up Support begins at the point in the commissioning process when the labeler is in place, utilities are connected to the labeler, and transfers for infeed and discharge conveyors have been completed.

Examples of Start-up services provided by B & H Field Service Engineers include:

- Inspecting the labeler for damage during transit.
- Tightening and adjusting any fastener or component that may have loosened during transit.
- Inspecting all utility connections.
- Powering up the labeler for the first time.

- Testing and confirming the operation of key labeler functions.
- Setting-up the labeler to run specified containers and labels at specified speeds based on the ability of the infeed conveyor to supply containers to the labeler and the ability of the discharge conveyor to take away containers from the labeler.
- Completing size changeovers for all purchased change parts and then setting-up and running each specified container and label at specified speeds based on the ability of the infeed conveyor to supply containers to the labeler and the ability of the discharge conveyor to take away containers from the labeler.
- Performing ad hoc training and coaching at the labeler for operators and maintenance personnel.

FORMAL TRAINING

Formal Training by B & H trainers is a balanced mix of classroom and hands-on instruction based on detailed labeler manuals. B & H manuals function as both training tools and as leave behind reference manuals.

In the training process a section of the labeler or a particular labeler function is covered in a classroom session and then the trainees and trainer go to the labeler for hands-on instruction and reinforcement of that training topic. This classroom and at-the-labeler process is repeated until all training topics have been addressed. Topics can also be repeated as necessary based on the needs of the trainees.

LABELER COMMISSIONING SERVICES HIGHLIGHTS

- All labeler commissioning services are provided by highly trained and experienced B & H Field Service Engineers and Trainers
- Commissioning programs are customized to meet customer and plant requirements
- Start-up Support and Formal Training are part of every commissioning program
- Installation Support, Custom Onsite Programming and Production Support can be added to any commissioning program
- Two or more Field Service Engineers or Trainers can be assigned to any commissioning program involving two labelers or 24 / 7 production schedules
- Formal Training is offered for both operators and maintenance personnel
- New and improved Marathon series manuals are used in training process and as functional and practical reference sources
- Scheduled Follow-up Support visits help operators and maintenance personnel keep the new labeler running at optimum speeds and efficiencies

CONTACT US
service@bhlabeling.com
+1.209.556.6160

B & H LABELING SYSTEMS
3461 Roeding Road
Ceres, CA 95307
USA
www.bhlabeling.com



INNOVATION FOR THE LONG RUN®



Training for both labeler operators and maintenance mechanics and electricians is included. The actual training process can be structured for common training or for separate training for operators and maintenance.

NEW MARATHON MANUALS

New and improved manuals for the Marathon series of labelers are now used as the foundation of Formal Training for this popular series of labelers. These new manuals include easy-to-understand work instructions and trouble shooting tips. They have also been upgraded with more photographs, graphics and diagrams than previous Marathon manuals.

After Formal Training is completed, these manuals serve as functional and practical reference sources for troubleshooting support, work instructions and maintenance procedures.

INSTALLATION SUPPORT

B & H Installation Support is defined as assistance or guidance provided by a B & H Field Service Engineer (FSE) during the process of placing a labeler in position, connecting utilities to the labeler or setting-up conveyor transfers between the labeler and the line's infeed and discharge conveyors.

B & H Installation Support is provided as assistance to local contractors and / or customer personnel. B & H does not offer general or subcontractor services for labeler installation.

CUSTOM ONSITE PROGRAMMING

B & H Field Service and / or Controls Engineers can complete, test and implement custom labeler programming based on customer requirements.

Examples of custom labeler programming include:

- Interface programming between a B & H labeler and a customer's conveyor line control system.

- Interface programming between a B & H labeler and a customer's supervisory control & data acquisition system (SCADA).
- Custom labeler program add-ons or modifications to accommodate unique customer requirements.

PRODUCTION SUPPORT

B & H Field Service Engineers can provide Production Support for B & H labelers until operators and maintenance personnel have completed their training programs. When providing Production Support, B & H Field Service Engineers operate and maintain the labeler(s) to achieve target or maximum throughput in production conditions.

Production Support is commonly required when a customer must get their new labeler(s) up and running at full speed as soon as possible to meet production requirements.

Production Support typically involves one FSE onsite for single shift schedules and two or three B & H FSEs onsite to cover 24 / 7 production schedules.

Examples of production support scenarios include:

- B & H FSEs operating one or more labelers during second or third shifts during the commissioning process.
- B & H FSEs operating a labeler during the commissioning process while a B & H Trainer completes training programs.
- One or more B & H FSEs operating one or more labelers while a B & H Trainer conducts formal training for operators and maintenance personnel.

FOLLOW-UP SUPPORT

Learning how to operate and maintain any new labeler, and to keep it running at optimum speeds and efficiencies, is no small task for operators and

maintenance personnel. Formal Training during the commissioning process is a great start, but in many cases it isn't enough.

Scheduled Follow-up Support by B & H Field Service Engineers during the first twelve months of operation is a great way to help your personnel get the most out of your investment.

During scheduled Follow-up Support visits, B & H FSEs audit and inspect the labeler and then work with operators and maintenance personnel to address any identified issues. The FSE also provides additional coaching, training and troubleshooting tips, particularly for maintenance routines and real world production issues that were not directly addressed during Formal Training.

Another major benefit of Follow-up Support is additional training for new hires or personnel new to the labeler or labeling. Turnover happens. Vacations happen. Transfers happen. When they do, personnel end-up operating or maintaining a labeler without the benefit of training. And when this happens productivity and operating efficiencies suffer.

Follow-up Support helps minimize the impact of untrained or under-trained personnel. It also helps prevent small issues from growing into bigger problems and helps develop the solid skills and know-how that can deliver consistent performance.

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