

Technical News Bulletin

August 2013

S-Class Service: How to benefit from fast parts supply



Why fast supply of parts is so important.

The 24-hour, 7-day nature of the container glass production industry places high importance on avoiding machine downtime, but at the same time the demanding operating conditions within a glass-plant make wear of mechanical, electronic and refractory parts inevitable. In addition, the production of a new container often requires installation of different variable equipment. These facts add up to a great dependence on Parts to keep the business running.

Differences between parts

As the world's leading supplier of IS machines and Inspection equipment, Bucher Emhart Glass supports its customers' installed base through its ability to supply more than 150'000 items, of which some 100'000 can be considered to be active at any time. Clearly, not all parts can be handled equally.

Not only are there large differences between these items in terms of size, complexity, materials and tolerances, but also in how these items are required by operators. Specifically, parts which are needed to replace damaged or worn articles are usually needed immediately, whereas items required for a planned machine overhaul project may not be required for several months.

How Logistics are organised

Bucher Emhart Glass has designed its Parts logistics system around these different types of demands, through the creation of 3 categories of Parts, which are treated differently:

S-Class Parts are stocked in large quantities in the parts distribution centre (PTC) in Luxembourg (Hot End + Cold End) and USA (Cold End + Refractories).

Whereas 2 working days are required to prepare most S-Class items for shipping, the additional finishing steps for S-Class refractory items means that these items can be expected to ship within 8 working days of order receipt.

Bucher Emhart Glass supply goals

	S-Class Parts	Standard Parts	Tail Parts
Number of items	4 500	40 000	100 000
Degree of activity	High	Moderate	Very low
Stack policy	Make to Stock	Make to Order	Make to Order
Ready to ship	Hot End within 2 days Refractories within 8 days	Lead time	Lead time
Transit in Europe	1 - 2 days	1 - 3 days	1 - 3 days

**In emergencies, we aim to ship parts the same day,
by the quickest possible method**

How to find which Parts are S-Class

The Bucher Emhart Glass website contains an overview sheet:

BUCHER
emhart glass

About us **Products** Media Center News Events

Container Forming	Container Inspection	After Sales
Controls	Hot End Inspection	Customer Service
Gob Forming	In Line Inspection	Parts Services
Machines	Statistical Sampling & Lab Measurement	Technical Assistance Agreement
Process Products	Upgrades Rebuilds Parts	Training
Ware Handling		
Refractories		

Parts Services

For glass plants, good maintenance is not just about controlling costs. It is also an essential factor in sustaining high performance and minimizing downtime across the entire plant. Bucher Emhart Glass supports customers with the most comprehensive portfolio of Production and Inspection accessories, spares and wear parts available anywhere in the glass industry, as well as a full range of refractory parts and consumables.

Our parts portfolio comprises around 150.000 parts for Refractories, Hot End equipment and Inspection machines. We support the full range of Bucher Emhart Glass products, including legacy equipment - covering almost the full 100 years of our history as glass-making innovators. Since the interfaces we originally designed have been widely adopted in the industry, many parts are interchangeable.

Products

- Container Forming
- Container Inspection
- After Sales
 - Customer Service
 - Parts Services
 - Technical Assistance Agreement
 - Training

Contact

For further information please contact your local sales office or send a message to:

Send e-mail [Contact form](#)

Parts Services

S-Class Program

Bucher Emhart Glass maintains the world's largest stock of parts and accessories for container glass machines, refractories and inspection equipment.

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Parts Services

Inventory Management

The cost of holding stocks of spare parts and accessories at the plant level is a significant but often under-estimated element in the lifetime costs of a IS machine.

[More](#)

S-Class Program

Bucher Emhart Glass maintains the world's largest stock of parts and accessories for container glass machines, refractories and inspection equipment.

Description

Under our S-Class program, 4'500 of the most frequently requested and most important parts for Hot End and Inspection machines are always available directly from the shelf, ready to be shipped within 48 hours of ordering. Refractory S-Class parts can be finished to your own configuration and shipped within eight working days. Rapid delivery is ensured by our partners' global logistic network.

Contact

For further information please contact your local sales office or send a message to:

Send e-mail [Contact form](#)

Downloads

- S-Class Overview [XLA | 378KB](#)
- Download Centre [More files](#)

S-Class parts range

Bucher Emhart Glass defines as S-Class those items which it believes are likely to be required frequently and/or quickly by customers, and in addition those which are critical to the continuing operation of the machine. We are open to proposals from customers for adding parts to the S-Class range.

How to take advantage of S-Class parts shipping

There is no special procedure to follow – and you do not need to know if an item is S-Class or not. S-Class and other items can even be mixed together in one order. However, if any delivery restrictions are applied to an order (such as "ship complete", or "regular weekly shipments", or "shipping by a particular mode of transport"), these will apply to all the items in the order, including the S-Class items. To take full advantage of this particularly fast supply service, it is essential that there are no delivery restrictions on any order containing S-Class items.

In order to ensure that Bucher Emhart Glass can continuously offer the S-Class service to all customers at all times, we count on our customers to order only the volume of any part which is consistent with their normal usage. If you foresee a requirement for a larger than normal volume, please contact Bucher Emhart Glass to make special arrangements.

Parts Emergency supply

Sometimes situations occur in a glass-plant where even the special S-Class service is not fast enough to meet an emergency condition. To handle such cases in the shortest possible time, Bucher Emhart Glass has established an emergency call centre on telephone number +41-41-749 41 41. This is open 24 hours per day, 365 days per year, and is set up to provide a fast unbureaucratic service.

Naturally, it is expected that use of this service will be confined to genuine emergency cases.

