

Case Study: Tortilla Oven Lubrication System

Improving an Existing Customer's New Manufacturing Operations

Identifying Room for Improvement in a New Process

While adding a new product line is an exciting development for manufacturers, this change can also present operational problems that need solving. This scenario recently unfolded for a long-standing customer of Motion Repair & Services.

The customer, a large baked goods manufacturer, had added a new tortilla manufacturing line to their facility. Though the customer was thrilled with this development, they soon realized that this system was experiencing consistent lubrication problems.

“The customer’s system reaches extremely high temperatures, and that level of heat can be tough on the chain that the tortilla rides on,” said Ian Miller, Manager for Motion Fluid Power Solutions (CDA). “The units typically come with an OEM-supplied lubrication system, but it's not always adequate for long-term, robust operations.”

Due to these lubrication issues, the customer was experiencing frequent breakdowns. The customer also had to fill multiple small lubrication tanks, an action that can lead to the increased egress of contamination. The customer quickly contacted Motion Repair & Services, asking if our team could help create a better overall lubrication system for their operations.



Figure 1: When a long-standing Motion customer faced lubrication problems, Motion Repair & Services was ready to assist.

Simplifying the Customer's Tortilla Oven Lubrication System

Motion Repair & Services quoted the customer on our recommended oil spray system. The customer approved, ordering and installing the new system shortly after. While this new installation had resolved many issues, the customer found that their new system still encountered lubrication errors.

“They were still having an issue with caramelization on the nozzles that apply the lubrication,” Miller said. “Since it was our system, they called us to take a look. We were able to help them identify that the oil they were using, which they were not sourcing from us, wasn’t suitable for their temperature rating.”

Motion Repair & Services brought in one of our lubrication partner specialists to provide the customer with an oil that would work best for their system. The customer found that this change resolved the caramelization issues they had been encountering. Due to this oil’s success, the customer began using this new lubrication for their entire plant. This meant that rather than stocking multiple oils for their facility, the customer could use one oil to service all of their conveyance chains.

“The customer has other ovens that aren’t as high temperature but can use the same lubricant, so they’re using this one lubrication across the board now,” Miller said. “This was great for our team because this was an add-on sale, and we were able to help the customer solve their problem.”

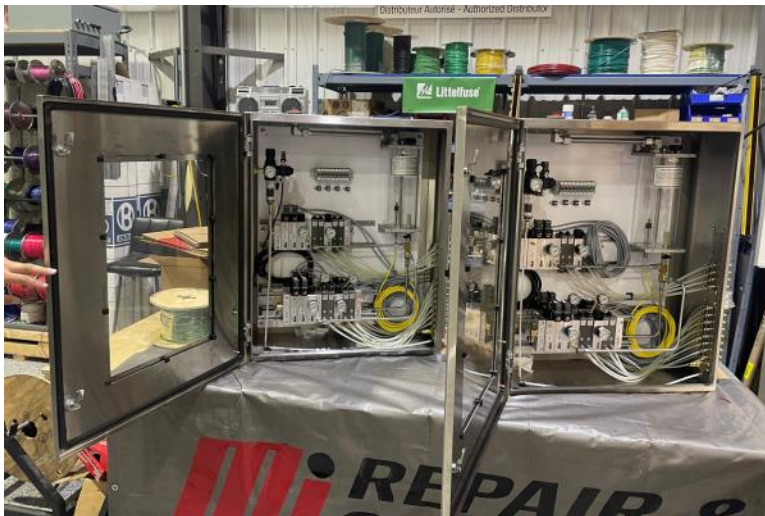


Figure 2: The customer can now use a single oil facility-wide.

Motion Repair & Services continues to be this customer’s go-to for lubrication needs facility-wide. Since helping this customer with their tortilla oven lubrication, Motion Repair & Services has even been able to replicate this process for other manufacturers.

“If Motion Repair & Services hadn’t been able to step in and help the customer, they would likely be regularly purchasing chain to replace in their system,” Miller said. “Replacing the chain in this oven is extremely expensive, and the customer would likely do this every couple of years, spending hundreds of thousands of dollars each time.”

Contact the Motion Repair & Services Team

The Motion Repair & Services team is ready to assist with your lubrication needs today. To learn more, [head to our website](#) or [contact our experts](#) today.