

The Troubleshooters

Fast, Reliable, Competent: Our Service Engineers

"There are no problems we can't solve," they say. Our service engineers travel to customers all over the world with this approach. When faults occur, what counts is speed – being on site quickly, localizing the fault and eliminating it as promptly as possible. Our troubleshooters are at customers' sites an average of 80 days a year. Uwe Seltsam is one of them. We took the opportunity of observing him and his colleagues at work.

In Germany, when not on an assignment, Uwe Seltsam and his five colleagues attend to error handling. They generate error statistics, use their operational experience in the development of new products and train the mechanics.

Uwe Seltsam has seen a lot during the three years in which he has been working

at MR, such as the breakdown of a furnace transformer in an Italian steelworks. As every hour of downtime causes high costs in the steelworks, the operator provided a Lear jet for Seltsam and had him picked up by his chauffeur. Seltsam was able to solve the problem on the same day, together with a service mechanic, which saved the

steelworks high costs. The postcard that Uwe Seltsam received afterwards from the plant manager is still on his desk. The card reads "With my best compliments", and that's exactly how many customers think who have been helped quickly and competently by Uwe Seltsam and his colleagues. —

On the left: Since they are at customers, sites most of the time it is difficult to catch them in one picture. Here are four of the usual six trouble shooters at MR
 From left to right: Josef Groß, Thomas Pest, Andreas Wilhelm, Thomas Tuschel; not in the picture: Uwe Seltsam, Peter Schmitt



9 a.m. Call from a Spanish utility – a failure has occurred during a transformer operation.



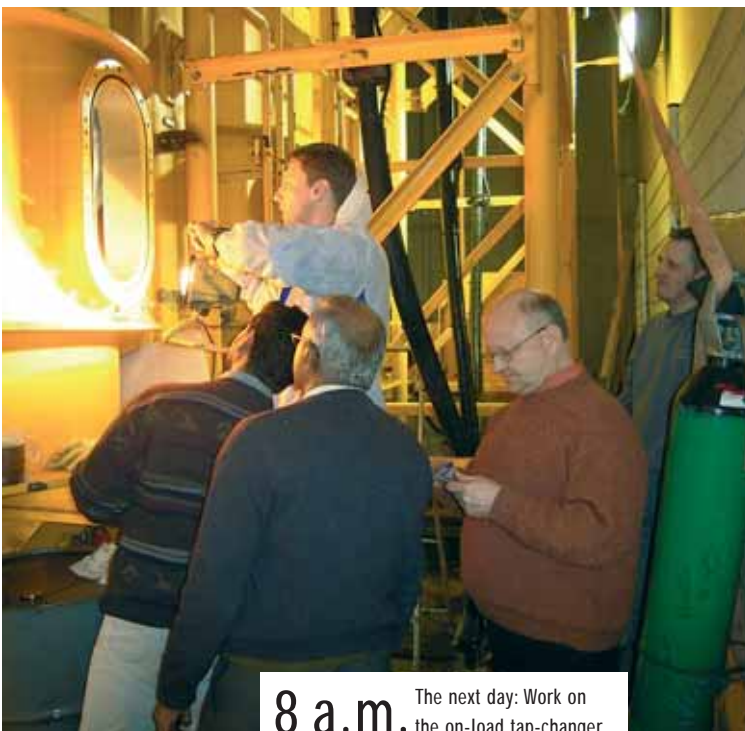
9:15 a.m. The person responsible informs Uwe Seltsam. The team assistant organizes the flight.



11:30 a.m. Uwe Seltsam packs his equipment containing 35 kilos of tools. He also includes spare parts that he might need.



1 p.m. Departure to the airport



8 a.m. The next day: Work on the on-load tap-changer



3 p.m. The transformer can be connected back up to the network.