

Case Study: Printing Press with Masterdrive System Won't Initialize



This printing industry customer faced repeated failures of their Masterdrive system.

Objective

- Bring the Masterdrive system for the printing press back online.

Solutions

- Inspected the drive and discovered the faulty CUMC card.
- Replaced the card with a spare from the customer.
- Applied a 500-hour trial period for F01 functionality to bring the customer's line back up and running.
- Brought the faulty card to the Quad Plus shop for repair.

Results/Benefits

- The customer could get back to work right away with the temporary solution we devised. While we are repairing the faulty card, the customer can review options for upgrading this section of the line, as the manufacturer no longer supports the original equipment.
- As the situation is no longer an emergency for the customer, they can take the time necessary to plan an upgrade with minimal production disruption.

Background

A customer in the printing industry called the Quad Plus team to investigate their Masterdrive system. The drive contained an old CUMC card that failed to initialize or could not complete the boot sequence on power-up.

This was not the first time the customer faced this problem, and they needed a permanent solution.

Quad Plus Solution

The customer had a replacement board for the drive. However, the card lacked F01 functionality, which Siemens has discontinued. Our technician initiated a trial period for F01 controls, providing the customer with 500 hours of active time.

We then brought the defective card back to our shop to be repaired. We also discussed upgrade options with the customer, as the F01 control is no longer supported. It is only a matter of time until we cannot replace boards for this line.

Luckily, the customer has plenty of time to develop an upgrade plan that makes sense for their timeline and budget.



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