

POWER PROFILE

“NOT READY TO RUN EVENT EXPOSED” DIAGNOSED & RESOLVED

Solution:

Cat® Connect expert advisors used remote monitoring technology to identify and diagnose the cause of the failure.

WHAT HAPPENED?

A customer with a standby generator set was experiencing a “Not Ready to Run Event.” A “Not Ready to Run Event” occurs when an engine is incapable of running under current conditions. In this case, the engine could not run because of a dead battery. Cat Connect Expert Advisors used remote monitoring technology to identify the problem and diagnose its underlying cause. Then a strategy was recommended to resolve the issue and prevent future failures.

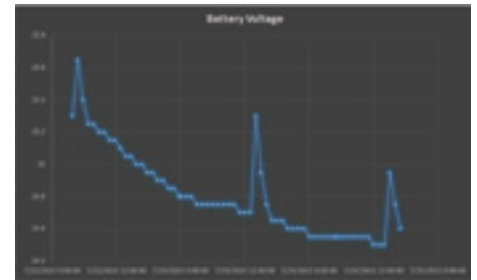
WHAT WAS THE UNDERLYING CAUSE?

The customer was operating the standby generator set consistently every day for five minutes. Each start required a big ampere draw. A five-minute run time was not sufficient to replace the charge on the battery. As a result, voltage was draining over time as the engine cycled through its start-run-stop schedule (see screen shot). This ultimately led to a “Not Ready to Run Event.” Through remote monitoring services, the Cat Connect Expert Advisors team was able to view data from the standby generator and identified the effects of declining voltage. The team concluded that a longer start-run-stop schedule was necessary in order for battery voltage to increase to a normal level. The team advised the customer to run the engine for a longer period of time. The recommendation was followed. Voltage returned to normal after the engine ran for 30 minutes a high-level maintenance and repair plan.

WHAT WAS THE VALUE TO THE CUSTOMER?

Using data collected from the standby generator set, the Cat Connect Expert Advisors were able to predict asset behavior, develop a strategy for preventing premature failure and avoid unexpected downtime. Preventing future failures helps reduce the customer’s total costs, including the cost of downtime, parts and labor.

For more information, please visit www.cat.com/catconnect



Using data collected from the standby genset’s “Not Ready to Run Event,” the Cat Connect Expert Advisors were able to predict asset behavior.