



Verbruggen Palletizing Solutions

1/14/2022

My name is Gabriel Writer I am the Installation Manager and a service technician for Verbruggen Palletizing Solutions USA. I called Larry Stratton of Cascade Thermal Imaging to help us troubleshoot a long-standing issue with a customer here in Pasco WA that has one of our Automated Palletizing Machines.

Our technicians along with our technicians in the Netherlands where our company is based for months could not find the reason our machine would shut down due to a PLC fault that would not show up in any of our error logs. Larry and his team of professionals came in within a very short period of time to assess the issue and perform a thermal scan of our equipment and in doing so quickly, traced the problem to be a loose breaker bolted connection at the bus in the customers main electrical panel that feeds our machine. Once fixed there has not been an issue of this nature since.

Larry and his team were amazing to work with and were very thorough and precise in their examination of the electrical layout of the machine and all connecting attributes. Larry had a local electrician, Mike Wilcox from Evans Electrical Contracting, Inc. come in and assist with the troubleshooting as well. Once locating the problem, Larry made a suggestion to fix the issue and once fixed it solved the problem, we were having with our machine faulting out.

Larry and his team were able to provide us a detailed result and report within only a few minutes of finishing the scan. This unheard-of efficiency in producing a technical report with accurate detail, images, precise problem diagnosis and resolution recommendations along with work orders so rapidly enabled our technicians and the electricians to order parts, get them on site, repair the problem and get the plant back up within a couple of hours. Their top-notch equipment, the Aspect reporting software and high level of skills were such a big help to our company in finding and fixing the problem.

Larry and his team themselves are highly recommended by the Verbruggen team and if need should arise in the near future, we will definitely be calling them. Thank you.

Sincerely,

Gabriel Writer

Verbruggen Installation Manager

Verbruggen Palletizing Solutions

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