



KOHLER | SDMO

CLIENT: LUYURE GENERACION

TRAINING: APM403 and KD SERIES

LOCATION: SANTIAGO – CHILE

KOHLER-SDMO: BESPOKE TRAINING FOR A CHILEAN DISTRIBUTOR

TRAINING

Chile extends over 2,500 miles north to south, from Peru to Cape Horn along the Pacific Ocean. The country has been enjoying high growth for some 20 years now, and today remains Latin America's most dynamic economy.

Its main resources are obtained from the mining sector. It is notably the global leader in the copper market, with 26% market share. The mine of Chuquicamata is located in the country in the Atacama desert, which alone holds 13% of the world's copper reserves.

Mining consumes large amounts of energy and the geographical location of mines, frequently isolated, requires generating sets to be used on a continuous basis. The company Lureye Generación is currently the country's second largest generating set supplier. It is also a KOHLER-SDMO distributor operating in the electromechanical equipment and genset sale & rental markets, in addition to offering technical services.

Lureye Generación recently purchased 133 generating sets from KOHLER-SDMO. This order notably included generating sets from the new KD Series, launched in 2016 following 6 years in development and fitted with Kohler engines.



EXPRESSION OF NEED: A CONNECTIVITY FUNCTION SUPPORTING CHILEAN INDUSTRY

As part of the order, Lureye Generación received training for its technical personnel, namely those who operate, commission and maintain the generating sets. The training is fundamental as it enables the distributor to teach their customers how to operate their generating sets in an optimum fashion and in complete safety.

The gensets are also fitted with a new control unit, the APM403. It was important to demonstrate the new functionalities offered by the system, notably remote supervision, which controls the functioning of the genset and verifies its condition via PC or smartphone. These remote management and supervision functions are specifications demanded by users, especially at isolated locations. Chile extends over vast distances north to south, and travel can be long and difficult.

Anecdotally, one of the participants on the training course declared that they used to have a generating set in the mountains at an altitude of 3,000 metres. He regularly had to visit the site for fuelling and maintenance purposes and to check up on the general functioning of the installation. He began his journey by car, followed by motorbike and finishing on the back of a donkey! Generating set connectivity will enable him to significantly reduce his travelling requirements.



Pic 1: Training for the APM403 control unit



Pic 2: Theory training in the classroom



Pic 3: Real-life genset trials



PROJECT IMPLEMENTATION: APM403 AND KD SERIES TRAINING FOLLOWING THE PURCHASE OF 133 GENERATING SETS

KOHLER-SDMO offered the customer training for the APM403 control unit and engines from the KD135 range. The objective is to introduce the product, its special features, its possibilities and its limits. On completion of the course, technicians have the tools and knowledge required to operate the gensets in an optimum fashion.

Two members of SDMO personnel were required to deliver the training: one Customer Support Engineer from Brest and the Service Department Manager based at the group company in Miami, respectively specialising in utilisation of the APM403 and the KD135 engines.

The 2 trainers stayed on site for 2 weeks, during which time the trainees received classroom-based theory and practical training. The final day of training was given over to conducting real-life genset trials.



KOHLER-SDMO SOLUTION: TRAINING TO ANSWER THE QUESTIONS POSED BY GENERATING SET USERS

Following the intervention of KOHLER-SDMO, the customer confirmed their full satisfaction with the visit from the two trainers. The trainees declared that they had been able to solve many of their problems thanks to the trainers' expertise.

It is of fundamental importance for KOHLER-SDMO to provide training on the ground, as this enhances the quality of customer service and strengthens relations with its distributors. Lastly, on-site visits enable trainers to obtain a very precise understanding of the requirements and constraints of generating set end users, which in turn helps the development of product enhancements on their return to base.