

DIAMOND® CHAINS HELP MANUFACTURER OVERCOME OPERATIONAL AND SUPPLY CHAIN CHALLENGES

CHALLENGE ▼

One of the leading Italian manufacturers of corrugated cardboard handling equipment was dissatisfied with the roller chain supplied by a competitive chain manufacturer. Frequently, when new lines were installed at the end-user level, the manufacturer received complaints of poor reliability, substandard quality, and unpredictable delivery schedules resulting in operational disruptions and dissatisfied customers. Complaints from end-users about frequent breakdowns and maintenance threatened the manufacturer's reputation and future business prospects, demanding urgent intervention.

SOLUTION ▼

A local distributor collaborated with Diamond-Drives to address the manufacturer's challenges. By visiting key customer sites, they assessed requirements firsthand and proposed Diamond® British Standard roller chains, renowned for robust construction and adherence to ISO standards. Diamond chains were supplied in custom lengths for direct trial, and their performance was rigorously validated. Thanks to the local distributor's inventory and logistics, the manufacturer was able to provide fast, flexible delivery that met unpredictable project schedules.

RESULTS THAT MATTER ▼

The manufacturer transitioned all production lines to Diamond chains after the trials yielded impressive outcomes: service life nearly tripled, operational smoothness improved and urgent orders were fulfilled immediately. Quality complaints ceased, up-time increased, and maintenance costs dropped. Over 18 months, the distributor delivered more than 23,000 26-pitch lengths of Diamond 08B-1 chains and other cut-to-length sizes. Additionally, the distributor increased their demand for DMD-08B-1-reels enabling them to fulfill both scheduled and urgent orders, ultimately halting end-user frustrations.



 **3X**
LONGER SERVICE LIFE