

CASE **STUDY**

HAYLEY DEXIS

**OUT-OF-HOURS
SERVICE IN BRISTOL
HELPS TO REINSTATE
OPERATIONS AT
ANIMAL FEED MILL**

CS068



HAYLEY DEXIS

POWER TRANSMISSION // AGRICULTURE

Focus on **value**

**TRACK
UP**

THE SITUATION

A coupling failure had occurred within a lump breaker application at a large animal feed mill in the South West of England.

The failure had caused the production line to come to a complete standstill, and was threatening a lengthy period of costly operational downtime for the customer.

THE SOLUTION

The breakdown was reported to the Engineering Manager at 6:55pm. As the customer enjoys a well-established relationship with HAYLEY DEXIS, the local branch in Bristol were contacted for assistance.

The out-of-hours call-out service provided by the branch launched into action and identified the problematic coupling for replacement. A suitable replacement was in-stock, with a taperlock solution to negate the need

KEY VALUE AREAS



SERVICES



INCOME

to have the coupling bored-out.

It was rapidly picked and delivered in-person to the mill site, all within 25 minutes of the call being received.

THE RESULT

The customer was thrilled with the fast service provided to identify a suitable replacement and deliver it immediately, even with the breakdown being reported outside of normal hours. The operation suffered minimal downtime, with this helped by the solution



“
**THE OPERATION
SUFFERED MINIMAL**

DOWNTIME.

”

requiring no additional machining before installation.

Getting the customer's operation back up and running so quickly meant that the lost productivity was kept to an absolute minimum. With the coupling sourced from local stock, the customer also saved on carriage costs.

CONTACT US!

Speak to your local HAYLEY DEXIS branch today!

You can find their details by using our online Branch Finder tool:

www.hayley-group.co.uk/branch-finder.

KEY BRANDS

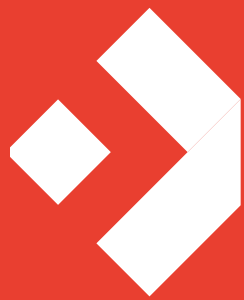


KEY RESULTS

Machine downtime minimised.

Production reinstated quickly.





HAYLEY

DEXIS