

CASE **STUDY**

HAYLEY DEXIS

**INTERVENTION
FOLLOWING PUMP
BREAKDOWN SAVES
FROZEN FOOD
SUPPLIER £48k IN
DOWNTIME COSTS**

CS142
TRACKUP REF: 5548



HAYLEY DEXIS
PUMPS // FOOD & BEVERAGES

Focus on **value** **TRACK UP**

THE SITUATION

A hygienic CIP system pump on the production line of a frozen food supplier had failed. It was a Friday afternoon and the customer required a replacement pump to be supplied and commissioned urgently to reinstate production for the weekend. The original OEM of the pump asset was no longer in business, which added a complication to sourcing a replacement unit.

THE SOLUTION

The Maintenance Manager contacted their local HAYLEY DEXIS branch in King's Lynn, and the team had to react quickly to prevent the pump failure from significantly impacting production and revenue for the business.

KEY VALUE AREAS



INCOME



SERVICES

An emergency site visit was carried-out where it was determined that the pump application would need to be re-engineered to accept an alternative pump. This action was taken swiftly, with a suitable pump then specified and stock located for same-day dispatch.

THE RESULT

Despite the challenges involved in fulfilling the customer's urgent requirement for a new pump, a suitable replacement was specified, located and sent the very same day. Upon receipt of the pump, it was quickly installed (made possible by the



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**THE WORK SAVED
THE CUSTOMER
£48,000 IN
ASSOCIATED**

DOWNTIME COSTS.

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re-engineering work completed on-site), and the threat of production being affected over the weekend was removed.

The work completed to get the new pump online before the beginning of the weekend saved the customer £48,000 in associated downtime 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 RESULTS

£48k in downtime costs avoided.

Site visit and pump application re-engineering completed.





HAYLEY

DEXIS