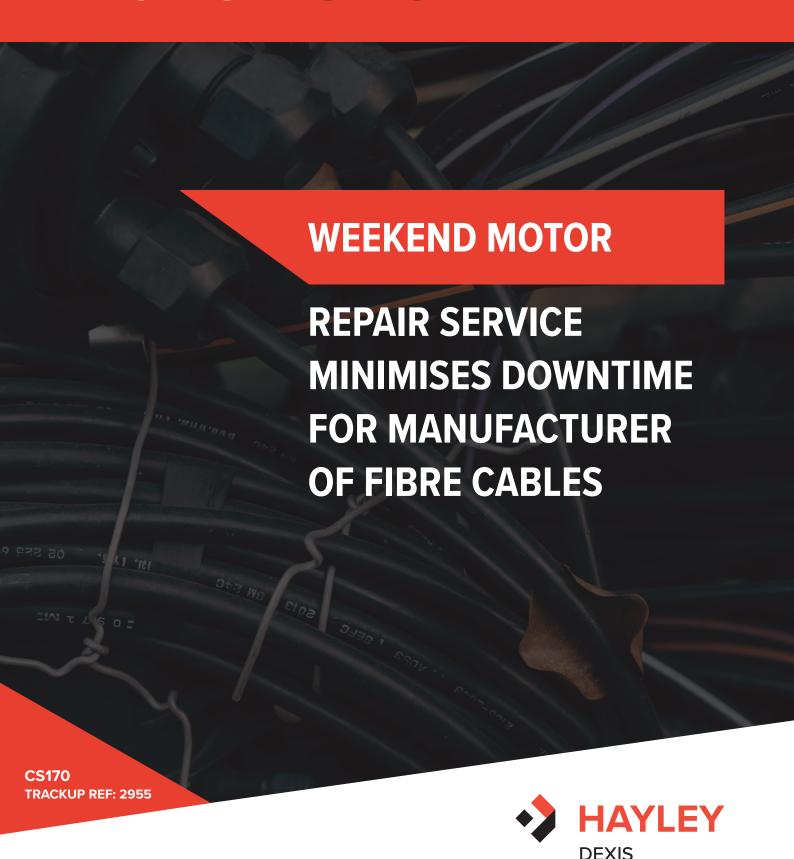
# CASE STUDY



#### **HAYLEY DEXIS**

# MECHANICAL ENGINEERING SERVICES // PLASTICS

Focus on value



### THE SITUATION

A site manufacturing fibre cabling for the telecomms industry on the Scottish border had suffered a breakdown to a Leroy Somer electric motor. The failure of the motor had caused production to come to a complete standstill. After discovering that the OEM did not offer out-of-hours breakdown services, an on-site engineer called the HAYLEY DEXIS branch in Carlisle.

# THE SOLUTION

The team working in the HAYLEY
DEXIS Carlisle branch acted swiftly to
assist the customer. A local, trusted
engineering company was contacted
and transport was arranged
to take the failed motor from site to
their workshop. The unit was stripped,
inspected and damaged components
replaced, before being rebuilt and
sent back to the customer.

# KEY VALUE AREAS SERVICES INCOME

Work was completed on the Saturday afternoon and Sunday morning before the repaired asset was returned and reinstalled on the production line.

# THE RESULT

HAYLEY DEXIS and the thirdparty engineering firm provided a repair service that was unavailable through the OEM. By completing the work and returning the repaired motor to the customer in just 24



hours, the customer was able to minimise the operational downtime suffered as a result of the breakdown.

Without the intervention of HAYLEY DEXIS, the customer would have likely had to wait for a repair service provider to begin work on the Monday morning, causing an extended production stoppage.

# **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 SOLUTIONS**

Out-of-hours electric motor repair.

# **KEY RESULTS**

Downtime minimised.

Production reinstated in just 24 hours after the breakdown was reported.



