

# CASE **STUDY**

**PUMP REPAIR FOR**

**POTATO PROCESSING  
PLANT SAVES £420k IN  
DOWNTIME COSTS**

CS172  
TRACKUP REF: 7530

 **HAYLEY**  
DEXIS

**HAYLEY DEXIS**

**MECHANICAL ENGINEERING SERVICES //**  
**FOOD & BEVERAGES**

Focus on **value**

**TRACK  
UP**

## THE SITUATION

A potato processing facility in Norfolk had a Varisco pump that had failed. The failure had put a stop to production on the line, and the OEM had quoted the on-site maintenance team with a twelve-week lead time. A call was made to the HAYLEY DEXIS branch in Norwich for assistance.

## THE SOLUTION

It soon became clear that a like-for-like new unit would only be available with a lengthy delay due to delivery timescales. The quoted cost was £5370.

The team at HAYLEY DEXIS in Norwich quickly arranged for the failed pump to be collected from site and taken to the HAYLEY 247 DEXIS engineering centre.

Here, the asset was stripped, inspected and a report was generated and shared with the customer.

## KEY VALUE AREAS



**SERVICES**



**INCOME**

Repair work was commissioned and work began immediately, continuing overnight. After twenty-four hours in the workshop, the pump had been repaired, passed the testing process, and was on its way back to the customers' site.

## THE RESULT

The cost of the repair by HAYLEY 247 DEXIS was around fifty percent of the price quoted for a new pump, making it the economical choice for the customer.



“  
AN ESTIMATED £420k  
WORTH OF LOST INCOME  
WAS PREVENTED  
THANKS TO THE  
SHORTENED DOWNTIME  
SUFFERED.

”

## 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](http://www.hayley-group.co.uk/branch-finder).

Thanks to the round-the-clock service provided by HAYLEY 247 DEXIS the potato processing facility had a working, reliable pump asset returned to them just over twenty-four hours after the breakdown had been reported to the HAYLEY DEXIS Norwich team. It is estimated that this prevented £420,000 of lost income, due to the significantly reduced downtime experienced.

### KEY SOLUTIONS

Industrial pump repair services.

### KEY RESULTS

£420,000 of lost revenue prevented with pump repair services.

Downtime reduced from 12 weeks to 1 day.

£2,500+ saving made compared to purchasing new pump asset.





**HAYLEY**

**DEXIS**