

CASE **STUDY**

HAYLEY DEXIS

**PROVIDE ON-SITE
HYDRAULIC TECHNICAL
ASSISTANCE TO
CUSTOMER WITH
URGENT REQUIREMENT**

CS221

HAYLEY DEXIS

FLUID POWER // AEROSPACE & AVIATION

Focus on **value**

**TRACK
UP**

THE SITUATION

The HAYLEY DEXIS branch in Derby received an urgent call for assistance from a key customer at 13:30 on a Thursday afternoon. They reported that a hydraulic locking mechanism that suspends a £25m load had begun to fail. The mechanism was unwinding unexpectedly, and this needed to be attended to as soon as possible.

THE SOLUTION

A quick call was made to the fluid power technical team within HAYLEY DEXIS who advised that their mobile hydraulic engineer was currently in the area on another job. A few calls later and it was arranged for the engineer to visit site that same afternoon.

A little over an hour later and the engineer was on-site, inspecting the faulty hydraulic locking mechanism.

An ageing control valve within the system was leaking, and the decision was made to replace for new. A suitable Rexroth replacement was sourced from

KEY VALUE AREAS



SPEND



INCOME

stock at HAYLEY DEXIS | Fluid Power in Halesowen, and sent on a priority taxi service.

The engineer worked late into the evening with old drawings to identify various components and specify suitable replacements. The delivery of these required parts was expedited for the customer, either from HAYLEY DEXIS stockholding or from strategic supply partners.

THE RESULT

The customer was thrilled with the level of support provided by HAYLEY DEXIS in having a fast and effective in-house hydraulic engineering service able to assist on-site, and with the

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**THE CUSTOMER
WAS THRILLED
WITH THE LEVEL
OF TECHNICAL
SUPPORT OFFERED.**

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ability HAYLEY DEXIS has to source engineering components either from internal stockholding or from its wide-reaching network of partners.

Thanks to the work completed, the customers' business-critical test bed was returned to full functionality within 48 hours. The timescales achieved meant that the customer reduced the downtime suffered as a result of the faulty hydraulic locking mechanism.

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

HAYLEY DEXIS on-site hydraulic engineering services.

KEY RESULTS

Cause of mechanical failures identified.

Business-critical test bed returned to full functionality, quickly.

Downtime significantly reduced.





HAYLEY

DEXIS