

## CASE STUDY

# Speedy Response Out of Hours Proves Invaluable

### The Challenge

Airchannel were called out by AETC, an existing customer, to a Sullair LS-16 compressor (75kw), which had no back up. Airchannel responded to the call within 1 hour and found a major failure to the Star & Delta contactors. Due to the critical nature of the process, which uses compressed air for a test rig for jet engine turbines, time was of the essence. The make and type of contactor used were not readily available, it was now 5.15pm and the customer was insistent on having compressed air that night.

### Results

The timely repair of the equipment meant that AETC only lost three hours of critical production and the overall impact to their business was minimal. Cornelius Peters, AETC Engineering Manager, called Nick Wiseman, Airchannel's RSM to say it was the best response to a site problem they have received from any of their contractors.

### Airchannel's solution

A phone call was put into Speedy Compressors, Wednesbury branch, and a request was made to respond the same evening. Airchannel prepared the site and by 7.30pm the same evening we had a 600cfm Diesel compressor, 1000ltr Bowser & 2" main hose on site providing compressed air to enable production to resume.

Airchannel through an existing supplier found replacement Cutler Hammer contactors to enable an effective repair to be made.



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