



## Summary

**Industry:** Food & Drink  
**Application:** Pump Refurbishment  
**Actual Saving:** £  
**Payback Period:**



## ERIKS Saves Cream Production

Pump repair allows urgent cream production to continue

### ISSUE

One of ERIKS' large Dairy customers, responsible for 30% of the fresh milk consumed in Britain each day, suffered a crucial Pump failure on site. The pump, used in part of the cream production, failed early on Saturday afternoon. With a large urgent order to be processed and completed by Monday morning at the latest, the customer turned to ERIKS for help.

### SOLUTION

ERIKS received the call from the customer on Saturday afternoon, to say that a pump on site was down, and it needed to be fixed urgently in order to complete a large cream order. ERIKS on site Integrated Solutions contacted ERIKS Electro Mechanical Services in Exeter who confirmed that they would be able to repair the pump. ERIKS Pump Repair Services operate a 24/7 breakdown service with over 25 workshops across the country. The customer took the pump to ERIKS EMS and waited onsite while the repair took place.

The unit was repaired and back at site by 3.30 pm. From the first contact from the customer to completion of the pump repair took 3 hours; a fantastic result, which ensured that the customer could complete their urgent order on time.

### OTHER BENEFITS

- Reduced downtime
- Quick turnaround allowed customer to complete their urgent order

### FURTHER COMMENTS...

The pump was repaired within 3 hours of the original contact allowing the customer to continue with process earlier than anticipated.

Mark Watson  
Engineering/Buyer  
Robert Wiseman

### MORE INFORMATION

#### ERIKS Industrial Services

Amber Way, Halesowen,  
West Midlands B62 8WG

Tel: 0845 006 6000

Web: [www.eriks.co.uk](http://www.eriks.co.uk)

know-how makes the difference

# ERIKS