



## Summary



**Industry:** Quarrying & Mining

**Application:** Fenner SMSR

**Actual Saving:** £ Time Saving

**Payback Period:**



## ERIKS chosen over competitor due to great customer service

By being quick at getting back to a customer, ERIKS was chosen as the supplier over a competitor

### ISSUE

A conveyor belt carrying aggregate which had an old Fenner SMSR mounted at the top head drum driven by an 11kw Motor, failed early one Monday morning. This information was given to a competitor who the customer had been contracted to use. Over 24 hours later the supplier still hadn't responded in an adequate manner. Finally after chasing them several times during the next day the supplier offered an alternative SMX unit to the original Fenner, but still needed more details to ensure suitability. Due to there being modifications required to accomodate the SMX unit, the customer decided to try ERIKS to see if we could help.

### SOLUTION

The call from the customer, a leading construction materials manufacturer, was taken at the ERIKS branch in Telford. The customer was asking for help regarding an old Fenner SMSR unit, the only information we needed was the serial number of the old unit which was given to our Technical department at ERIKS Drives. A short time later the unit was identified and the replacement quoted to the customer. The customer accepted the quote and the unit was delivered the next day, showing the customer ERIKS' dedication to efficient customer service.

### OTHER BENEFITS

- No modifications needed
- Product found from stock
- Quick Delivery

### FURTHER COMMENTS...

The Fenner SMSR replacement was ordered immediately and delivery organised for the next day using ERIKS Telford's transport. The customer commented: "We chose the Fenner unit knowing it would be a direct replacement, having had previous experience with replacement Reynolds units which need some modifications to plant"

### MORE INFORMATION

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