



Summary



Industry: Food - Bakery & Cereals

Application: Pump

Actual Saving: £506.00

Payback Period: Immediate



ERIKS Provide a Pump Solution for a Food Manufacturer

The Customer Was Impressed with the ERIKS Service Quality and Expertise

ISSUE

A large food manufacturer had experienced a number of problems with a faulty service pump on-site which required urgent attention.

SOLUTION

ERIKS arranged for a collection on the same day and a full fault analysis was given on the pump, along with a comprehensive fault report.

The pump had no data plate so ERIKS' pump experts obtained the necessary measurements and motor details to enable them to identify the pump.

With this information ERIKS were able to offer two options and also provide a cost for a new replacement. A cost saving was highlighted, assisting the customer in their decision making process.

The customer considered all possibilities and chose one of the repair options. ERIKS know-how and quick and efficient service contributed to the overall customer satisfaction.

OTHER BENEFITS

- ERIKS Know-How
- Efficiency
- Reliability

FURTHER COMMENTS...

The customer was very pleased with ERIKS service.

MORE INFORMATION

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know-how makes the difference

ERIKS