FAST EMERGENCY SERVICE CREATES STRONG CUSTOMER BOND

HELP WHEN NEEDED
After using Konecranes on-call overhead crane maintenance service for less than a year, this carbon fiber composite manufacturer has fairly strong opinions about overhead crane service.

“If I have an operation that’s critical with a hoist, I call Konecranes, because they will respond quickly,” said the plant’s Maintenance Facility Supervisor.

For a business that produces valuable materials around the clock, this kind of attentiveness is critical. Downtime can cost up to $100,000 USD per hour.

LATE-NIGHT, HOLIDAY BREAKDOWN
During Independence Day weekend, 2013, Konecranes received a call in the middle of the night that the 5-ton overhead crane that moves prepreg material on and off the converting machines was in critical condition. The contactors had overheated, starting a fire that damaged the hoist beyond repair. Brian Dawson, Service Supervisor for Konecranes, rushed to remove the crane from service.

For damage that extensive, a repair could take a week, but that would not be fast enough for Dawson or the customer. “I don’t tell the customer long lead times,” said Dawson. “I figure out a way to get them up and running quickly.”

And Dawson did figure out a way: by swapping the damaged hoist with one at the local service branch, the crane was back in service that same night. While the company continued with production, Konecranes performed a complete rebuild on the hoist that week.

By identifying with the customer’s sense of urgency, Konecranes Service Supervisor Brian Dawson got the customer back in service within hours—not days—by securing alternate equipment.