

**After an electrical fire on a mobile crushing plant, the customer needed every hydraulic hose replaced in a hurry. Just one problem, there was very little left of the original hoses to identify!**

### Hot Stuff

When Pirtek Watford had a call from a regular customer who said they needed some replacement hoses for a mobile crushing plant, they were soon on the case. However, as Centre Manager Gary Samroo soon discovered, the problem was just a bit more severe than he expected.

### Skills Test

“When our Mobile Sales and Service Technician (MSST) Rob Portsmouth arrived on the scene, he was told there had been an electrical fire on the crusher. This meant he would have to replace 20 hydraulic hoses and a giant air hose,” Samroo says.

“Just to make the job more complicated, he had to work around an electrician who was frantically trying to get the machine operational again. And just to test his skills still further, he was given just a working week to sort out the hoses.”

Samroo reports that Pirtek Watford customer and leading aggregates supplier Lafarge had been using the crusher at a processing site in Radlett where it was producing about 400 tonnes of material an hour.

### Remove and Replace

“Our MSST spent the initial visit carefully removing all the old fire-damaged hydraulic hoses and returning them to the Centre. We then identified every element and spent the next day manufacturing new hoses.

On the third day he returned to the site and fitted everything back on the repaired crusher,” Samroo concludes. “The team at Lafarge was really happy with our work and were suitably impressed that we had taken just three days to complete the job, two days inside schedule. But we had to impress them. The crusher is an integral part of their processing operation and this is a customer who is really hot on time keeping.”



Samroo with a burnt out crusher hose and a happy Lafarge customer after getting his crusher back in operation two days early

**“Pirtek completed the repairs two days early, they had to, we are a customer who is really hot on time keeping”**