

CASE STUDY #18

PRECISION AIRCONVEY'S RAPID RESPONSE RESOLVES CATASTROPHIC FAN FAILURE AT HEARTLAND LABEL PRINTERS



BEFORE
Wed 7/19
7PM



BEFORE
Wed 7/19
7PM



AFTER
Wed 7/21
11AM

Heartland Label Printers faced a severe setback when a catastrophic impeller fan failure occurred, causing substantial damage to their system. The broken fan blade brought production to a halt, and immediate action was required to get their operations back on track. This case study highlights how Precision Airconvey's (PAC) quick and professional customer experience team stepped in to assist Heartland Label Printers, minimizing downtime and providing a seamless resolution to the crisis.

The Incident and Initial Contact: On Wednesday, July 19, at 8-9 PM, Heartland Label Printers contacted their dedicated PAC representative, Joel Bartelt, to report the impeller fan failure and its consequences. Understanding the urgency of the situation, Joel promptly logged the issue and ensured that immediate action would be taken to assess and address the problem as quickly as possible.

Swift Assessment and Replacement: Early the following morning, Thursday, Bob Snover from PAC's customer experience team reached out to Heartland Label Printers to assess the extent of the damage and identify the specific replacement requirements. Bob's expertise allowed him to swiftly determine the necessary steps to get Heartland's production line operational again.

Minimal Downtime, Maximum Savings: With remarkable efficiency, Precision Airconvey delivered the replacement fan to Heartland Label Printers by 11 AM on Friday, allowing them to be "up and running" by 2:30PM that same day. The timely response and swift resolution allowed Heartland to resume production promptly, minimizing downtime and avoiding potential revenue losses. Thanks to PAC's quick action and professional assistance, Heartland Label Printers not only got back to production faster than expected but also saved significant costs associated with prolonged downtime.

Testimonial from Peter Hunse, Maintenance Manager at Heartland Labels: "I have been with Heartland Label for 11 years now, and I have seen some smooth issues and some not so smooth issues, this incident was handled with complete teamwork. Thank you to everyone who made this happen."

This case demonstrates Precision Airconvey's commitment to exceptional customer service and problem-solving, leaving Heartland Label Printers with a positive experience and their operations back on track.