Cementing Our Team's Field Service Capabilities

See How Motion Conveyance Solutions Established a Lasting Customer Through Field Service Offerings

Performing Critical Belt Repairs

Located in Buda, TX, Lehigh Cement is a manufacturer and marketer of many cement types. Previously, Motion sold belting to this customer but had never performed field services. However, this changed when Lehigh Cement called on our Motion Conveyance Solutions team to assist with a critical path belt. Our team immediately got to work, gathering seven technicians from across Texas to complete the job. In the end, our team had the customer back up and running in less than 30 hours.

The following month, Lehigh Cement contacted Motion Conveyance Solutions again to see if we could assist with their scheduled kiln outage. The customer asked if we could vulcanize critical path belts on their kiln side. Though the customer limited our team to a 12-hour shutdown window, we were able to split our crew between two belts, replacing them both in less than 12 hours.

A Lasting Customer Relationship

Today, Motion has three more POs in progress from this customer, signaling the start of a likely ongoing relationship between this customer and Motion. Wyatt McCausland, Belt Account Specialist for Motion Conveyance Solutions, hopes that partnerships with customers like this will only continue increasing the field service jobs provided by the Motion Conveyance Solutions team.

"We've recently invested around $2.5M on field services here in Texas," Wyatt said. "We have great, reliable equipment and exceptional technicians. Everything runs smoothly and safely, and that's why we continue to win opportunities like this one. It's another job in a long list of customers who are really impressed with Motion."

Contact Motion Conveyance Solutions

When your belting requires servicing on the field, our Motion Conveyance Solutions team is ready to assist. To learn more about our team's capabilities, head to our website or contact a specialist today.