

## A CASE STUDY

# VERTICAL PUMP REPAIRS IN RECORD TIME

*How Motion Repair & Services Uses Partnerships to Get the Job Done*

## THE CHALLENGE OF AN EXPEDITED PUMP REPAIR JOB

While most customer repairs allow for standard completion times, some require emergency service. In September 2021, our team was contacted by a customer who needed crucial pump repairs. A water pump required for their production area had failed. The only other working pump in their facility had also started to show signs of failure. If both pumps broke down, the customer would have to halt operations until a pump could be repaired or replaced.

In addition to the quick turnaround time required by the customer, our team realized that this would be a unique repair due to the type of pump used – an uncommon vertical version of an ANSI pump. While this would be more difficult for our team to repair and our suppliers to source, our team was ready to tackle the challenge.

## HOW THE MOTION REPAIR & SERVICES TEAM HELPED THE CUSTOMER

The damaged pump was taken to a nearby Motion Repair & Services shop in Omaha, Nebraska. There, our team evaluated the pump, volute, and backplate, concluding that all were damaged beyond repair. With no time to order a new pump, our team reached out to a trusted supplier for help. Our supplier had a part in stock that we could quickly modify – an ANSI 2K6X4-13RV pump. However, we were still missing the volute and backplate. Our supplier located those items and expedited them to our Omaha shop. There, the team transformed these parts into the exact system the customer needed.



## COMPLETING A WEEKS-LONG JOB IN FIVE DAYS

While this pump repair would typically take weeks to complete, our team had it to the customer within five days of their request. Lon Boysen, Liquid Handling Product Specialist at Motion, said the customer was very satisfied with this outcome. "I think one of the great things about Motion is how we work together to get things done," Boysen said. "This isn't a repair that could have happened with one person; it had to be a team. Between our team, suppliers, and distribution center, it was the perfect storm to make this happen for the customer."

## CONTACT MOTION REPAIR & SERVICES TODAY

The Motion Repair & Services team is ready to assist with your fluid power needs. [Head to our website](#) to learn more about how we can improve your operations today.

