

Case Study: Hydraulic Field Service Solution

When The Unexpected Occurs, Count on Our Team to Get the Job Done

Performing Preventive Maintenance

Recently, our Motion Repair & Services team was asked to complete a job for one of the largest producers of synthetic crude oil in the oil sands industry. This customer requested a team of service technicians to perform preventive maintenance on two-tailing knife gate HPU's and three-superpot knife gate HPU's that had been experiencing issues.

The original scope developed by the Motion Repair & Services team (in collaboration with the customer) would require our technicians to perform multiple tasks within the customer's scheduled five-day shutdown, including basic valve reseals, sight glass changeouts, and a filter assembly replacement.



Figure 1: Although unexpected issues arose, our team still completed the job within the customer's originally scheduled shutdown time.

Locating a System Error

While resealing one of the customer's knife gate manifolds, one of our technicians encountered a problem—metal swarf inside the manifold. This metal was the result of a manufacturer error. It is suspected that this heavy contaminant was the root cause of the issues the customer had been experiencing.

Immediately, this find increased our team's scope of work for this customer, doubling the overall time required on-site. Our Motion Repair & Services team began determining what needed to be addressed during the five-day shutdown to get the customer's equipment back up and running. Our team also created a list of action items that could be left for future repair by our team.

Completing the Job in Record Time

Overall, this job proved to be a success. Our team provided a quick turnaround with the shop's manifold clean-out, reseal, and testing/valve setting. The equipment was back up and running before the end of their five-day scheduled downtime. The customer was more than satisfied with our team's work, noting that they appreciated our attention to detail and level of communication.

Our team completed the rest of the customer's required work at a later date and even became this customer's new go-to for hydraulic service work. Overall, this job solidified our Motion Repair & Services team's reputation and secured future service work opportunities with this customer.

Contact Motion Repair & Services Today

[Head to our website](#) to learn more about our Motion Repair & Services team's hydraulic field service capabilities today.