Case Study: Rotating Equipment Solution

How our team became a gold mine's trusted service provider

Gaining Customer Trust Through a Problem-Solving Approach

The Motion Repair & Services team learned of a new gold mine opening in British Columbia, Canada. This open pit mine produces 154K oz of gold and 62M lbs of copper annually.

Our team saw an opportunity to become a service provider for this new facility. Before mining operations even began, Wyatt Phillips, Branch Manager for the BC65 branch, started building a relationship with this potential customer.

"I like to focus on solving problems and building trust through focusing on the customer's needs," Wyatt said. "I was never there to push a product line; I like to listen, identify an issue, and find somebody that can solve it."

This approach led the customer to call Motion Repair & Services for assistance acquiring spare parts before their mining operations started. This job opened the door for further collaboration between this mining customer and Motion Repair & Services.

Figure 1: Our team hard at work at the customer's mining facility.

Solidifying Customer Trust with Gearbox Repairs

As the gold mine began operations, Motion Repair & Services continued to provide them with service-based solutions, growing the customer's trust in us with every successful job. One instance that truly solidified this gold mine's trust in our team was when they called on us for emergency gearbox repairs.

We received a panicked call from the facility stating that, due to an external lube system malfunction, a gearbox driving their grinding mill had endured a bearing and pinion gear failure. This breakdown brought the gold mine's production to a halt. Motion Repair & Services had previously repaired the customer's unique European-made gearbox. The customer recognized that our in-depth familiarity with this asset would be critical to correctly completing the repair.

The customer requested that Wyatt have a qualified Motion Repair & Services technician on-site for repair in less than 24 hours. A time crunch ensued, as the mining site was ten hours away from our technicians.

Wyatt reached out to Graham Loney, Manager of the AB59 Motion Repair & Services shop. Graham immediately got to work finding a technician for the job and organizing travel arrangements and site access. As requested, our technician was on-site for the customer within 24 hours.

Our technician inspected the gear reducer and determined the needed components. Simultaneously, our Motion Repair & Services and branch teams located spare parts and organized logistics to get them on site. Finally, when the repair was completed, our technician assisted the maintenance team with alignments and checks to ensure production was back on track.

Figure 2: This job solidified the mining customer's trust in our team.

As the job was wrapping up, Wyatt and the Motion Repair & Services team met with the customer's reliability engineers to help analyze the failure, identifying the root cause to prevent future damage. Overall, the customer was delighted with their resumed operations, sending a written note thanking our team for providing a "seamless process."

To date, Motion Repair & Services has completed several jobs for this customer. These include designing and retrofitting custom external lubrication systems on flotation tank gearboxes and solving carry-back issues by upgrading a conveyor with urethane disc rollers on the main stock-feed pile conveyor.

"We have been involved with a variety of unique projects on their site," Wyatt said. "By consistently solving problems and delivering results, you become the team that they will always throw their problems at. They're not going to take their most expensive piece of production equipment and let us work on it unless they trust us, and I think that is the foundation of the relationship. The customer truly trusts Motion Repair & Services to get the job done right."

Contact the Motion Repair & Services Team Today

The Motion Repair & Services team is ready to tackle your toughest rotating equipment jobs today. To learn more about our capabilities, head to our website or contact us today.