

CASE STUDY

OUTSTANDING SERVICE DELIVERY

H-E PARTS COR COOLING (H-E PARTS) SPECIALIZES IN APPLICATION SPECIFIC HEAT TRANSFER SOLUTIONS FOR THE MINING AND OFF-HIGHWAY MARKETS. H-E PARTS OFFERS INNOVATIVE SOLUTIONS THAT PROVIDE ADDED VALUE BY EXTENDING SERVICE INTERVALS, IMPROVING PERFORMANCE AND INCREASING PRODUCTIVITY, WHILE REDUCING DOWNTIME AND ASSOCIATED LIFE CYCLE COSTS.

BHP Mt Arthur Coal (BHP) required an industrial radiator supplied at short notice for their Caterpillar D11T dozer, due to the inability of the OEM dealer to supply. Several days earlier a service exchange unit had been returned to H-E Parts and had been stripped, sandblasted and assessed for re-manufacture work to allow it to be placed back into stock.

H-E Parts received an out of hours call from BHP and asked if they were able to assist. That same day H-E Parts mobilized labor, scoped the requirement and set forth completing the job achieving the following:

- Expedited the request through to service completion within a 12 hour period
- Coordinated manning, repair parameters and logistics

The radiator was received, installed and the dozer was back to work the next day, ensuring equipment downtime was kept to a minimum and production interruption minimalized.

H-E Parts is a certified Mesabi repair center meaning only genuine parts and authorized repairs are performed by our trained technicians. In addition to our comprehensive service support capabilities, H-E Parts provides added value to our customers through the ability to offer;

- A full range of heat exchangers for all our customers on-site requirements, including: bar & plate, shell & tube and fans.
- An extensive range of service exchange units for mining applications.

H-E Parts offers high quality, innovative products that can be tailored to our customers' specific requirements. H-E Parts in-house engineering, product and service offerings, guarantee we support customers throughout the full product life cycle while working to award the end user with the lowest total cost of ownership. This ensures the same level of service performance is afforded to all of our customers.

LOCATION	BHP Mt Arthur
APPLICATION	D11T Dozer
PRODUCT	Mesabi Industrial Radiator

