

Emergency Power for renowned British company



CLIENT: INNOVATIVE SOLUTIONS PROVIDER FOR BUILDINGS & PROPERTIES
LOCATION: TRURO CORNWALL
PROJECT: EMERGENCY POWER

When a customer calls - we answer!

We received a telephone call at the Powerhire office on Wednesday 19th September around midday from our sister company, The Generator Company, who had a valuable customer in need of urgent temporary power for their end client owing to their standby generator failing during a weekly test and we, of course, responded immediately.

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CASE STUDY

Our sister company was called out to a generator breakdown on Tuesday 18th September to this renowned British business based in Cornwall owing to their standby generator not starting. On inspection, it was found that there was no fuel to the injectors from the fuel pump indicating a faulty pump. The generator service engineer contacted the head office to ensure that the Service Contract Manager ordered the appropriate parts without delay so that they could return to fit them to get the standby generator back up and running.

The following day, in light of the stormy weather that was forecast, the client was anxious that should they have a power outage they would not have back-up power to power the site and due to the nature of their business this was not an option.

On receiving the order from the client at 3pm we pulled out all the stops to get our service engineer on the road by 4pm with a 45kVA temporary generator on a road tow trailer. On arrival at the site the set was put into place and at the request of the client our engineer was to return the following morning to connect the generator to the ATS.

Our engineer worked hard to get the system to work as per the clients request in the fastest time possible and by Friday lunchtime the building was reconnected and supported by the temporary generator.

We left the client happy and reassured with our sister company's generator service engineer booked in to repair the standby generator once all parts had arrived.



GENERATOR HIRE | FUEL TANK HIRE | LIGHTING TOWER HIRE
LOADBANK HIRE | CABLE HIRE | DISTRIBUTION HIRE

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