

Service Powerprofile

Customer: Chicken farm & hatchery

Location: Nottinghamshire

Customer requirement: Service support for generator set

Services: Site visit and inspection, oil sampling, ongoing maintenance contract



SERVICE NEED

The customer owns a Perkins 3012 TAG 3A. Rated at 640 kW the standby generator set provides backup power to the farm in the event of a power failure.

The customer required a service and came to DiPerk as the only approved service agent for Perkins engines in the UK.

SOLUTION

DiPerk arranged a free site visit to inspect the generator. After a thorough assessment, repair work was identified and carried out.

The customer wanted piece of mind that the standby generator would work when needed so opted for a DiPerk maintenance agreement.

The 48 month agreement, incorporating scheduled services and preventative maintenance was tailored to the application, site and customer's needs. Oil sampling is included which is the simplest and most inexpensive way to avoid costly repairs and downtime. Samples from the generator are performed at 6 monthly intervals and sent off for analysis. Minor problems can be highlighted before they become major repairs such as raised wear metal levels and water or fuel contamination.

By planning a maintenance agreement over an extended time period it is possible to achieve significant cost reductions. In this case the customer could save up to £1,000 compared to previous servicing arrangements.

WHY DIPERK?

- The UK's Perkins engine expert
- The UK's only approved Perkins service agent
- Free site visit & inspection for standby generators
- Free oil sample kit
- Service contracts are tailored to the application, site and customer's needs
- Support including technical advice, next day delivery on parts and 24/7 emergency callout
- Costs are fixed for contract period

To arrange your free site visit and/or oil sampling kit call today on 0800 073 0424.

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