



EXOTIC

AUTOMATION & SUPPLY

Parker Diaphragm Accumulator Reduces Down-Time

Problem

The customer had a large tube bending machine down, due to a failed hydraulic accumulator. The manufacturer of the accumulator told the customer there was a 2-3 week lead time for a replacement accumulator, but the customer needed the machine to be back in operation as soon as possible.



Solution

Exotic's sales representative was able to stop into the plant within an hour of receiving the distress call. The customer advised they would be willing to install a substitute and long as they could match the plumbing. They worked with the Parker Accumulator Division to identify an acceptable replacement. The customer had a courier in the vicinity of the PAD. They delivered the accumulator within 4 hours. After Exotic's sales representative quickly identified the appropriate fittings required, the customer was up and running after roughly 8 hours of downtime.

Success Factors	Customer Value
Exotic's sales representative worked quickly and diligently to provide a solution to the customer same day.	The customer avoided potential profit loss by reducing their down-time from 2-3 weeks 1 single day.

Featured Products

Parker Diaphragm Accumulator – Diaphragm accumulators provide an affordable means of storing energy under pressure, absorbing hydraulic shocks, dampening pump pulsation/flow fluctuations. They provide dependable performance in a lightweight, compact design.