

## An Ounce of Prevention Equals a Pound of Insurance



*The storm water station at a major insurance company in Detroit regulates the water flow under Lafayette Blvd – a integral part of the business district in downtown and one block from Greek Town – needless to say a heavy traffic area.*

### PROBLEM:

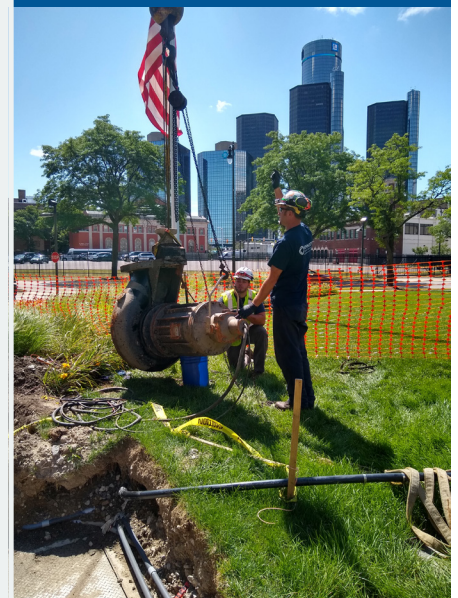
The storm water station at the insurance company was showing a “seal fail” error. Because of the heavy pedestrian and traffic flow in the area, it was critical to address the problem immediately. The client informed us that this station hadn’t been serviced since it was installed over 20 years ago. Consequently, we recommended preventative maintenance on all three pumps while addressing the initial seal fail error. Based on the size of these pumps and their location, it required scheduling three consecutive Saturdays to complete the work.

### SOLUTION:

On the first Saturday, our field service techs pulled the pump with the “seal fail” error and brought it to the shop for repair. Two weeks later, they returned to install the repaired pump and pull the second pump for preventative maintenance. Fortunately, it was found to be in perfect working order. A week later, our techs successfully completed maintenance on the third pump. Beyond the pump repair and maintenance, Kennedy had to address extensive valve repair work. As a result, all three pumps are now in fine working order and any pumping worries are laid to rest.

*In the end, the customer was extremely happy, to the point where they plan on having us return annually to perform preventative maintenance on the station. Their ounce of prevention will help avoid catastrophic failure.*

One pump was repaired and two others required preventative maintenance.



Kennedy managed the project seamlessly without interruption to service.

