

CASE STUDY

OUTSTANDING SERVICE DELIVERY

H-E PARTS MINING SOLUTIONS COOLING DIVISION (H-E PARTS) ARE A LEADING PROVIDER OF RELIABLE, APPLICATION SPECIFIC HEAT TRANSFER SOLUTIONS. H-E PARTS MANUFACTURE AND SUPPLY HIGH QUALITY, INNOVATIVE PRODUCTS THAT ARE TAILORED TO OUR CUSTOMERS SPECIFIC REQUIREMENTS. H-E PARTS IN-HOUSE ENGINEERING, PRODUCT AND SERVICE OFFERINGS, GUARANTEE WE SUPPORT CUSTOMERS THROUGHOUT THE FULL PRODUCT LIFECYCLE AND ENSURES THE LOWEST TOTAL COST OF OWNERSHIP IS ACHIEVED.

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 minimized.

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.

H-E Parts International replacement parts are compatible with the makes and/or models of the third-party equipment described. H-E Parts International is not an authorized repair facility of these third parties and it does not have an affiliation with any manufacturers of these third-party products. All brands, original equipment manufacturer (OEM) part numbers or references are owned by the respective OEM entities or their affiliates. These terms are used by H-E Parts International for identification and cross reference purposes only and are not intended to indicate affiliation with, or approval by the OEM, of H-E Parts International or its products.

LOCATION	BHP Mt Arthur
APPLICATION	D11T Dozer
PRODUCT	Mesabi Industrial Radiator

