



## **Supply and Service**

Colliery Dust Control has an aftermarket customer support programme in the dust suppression equipment industry. CDC has put a great deal of effort into developing and providing a range of services to ensure that all our equipment is maintained to ensure maximum performance and reliability. The service network enables us to form close relationships with our customers to assist them in achieving their goals.

## **Maintenance Contracts**

The field service team assist customers with repairs, maintenance and change-outs due to engineering improvements. This value-added service puts us directly in touch with our customers. The service technician team also conduct on-site commissioning and assist with installations. They are conversant with the rules, regulations and normal procedures on a maintenance shift and they are capable of carrying out the work unsupervised and to the satisfaction of the mine maintenance personnel. This preventative maintenance service has proved very successful in extending equipment life and improving availability and reliability.

Our motto: "If you don't look after your customer, somebody else will"

We offer a 24/7 product supply which includes new equipment, replacement parts and service exchange units.

The service exchange scheme was implemented principally at the request of our customers who wished to reduce their stock-holding costs on standby units, particularly in instances where replacement fans and pumps were infrequently used. The scheme offers an alternative to the mines and eliminates the need for the mine to hold the unit in stock and freeze up capital.

This service exchange scheme is achieved by CDC holding service exchange units (fans and pumps) at our cost while providing a 24-hour, 7-day week call out facility. The turnaround time for a breakdown service exchange unit is approximately 4 hours from receipt of the breakdown order.

### **Audit Surveys**

Underground product performance audits are conducted to evaluate the condition and efficiency of the equipment.

### **Consistent Service**

Colliery Dust Control has consistently ensured the quality and timely delivery of its products directly to its customers.