

## INCOE Technical Service Exceeds Customer's Expectations with Emergency Repair

Service Technicians worked continuously on an emergency repair for 41 hours to get the customer back up and running.



In house burn-out capabilities and modular standard part inventory helped facilitate the rapid turnaround.

At 2:00 PM on a Friday afternoon, INCOE's Technical Service received in a severely encapsulated hot runner system for emergency repair for a customer. The encapsulation was a result of accidental damage which caused a material leak into the mold cutout.

With the mold being inoperable, the molder's ability to supply the Automotive OEM could only be maintained at a great daily cost to the molder. The speed of the repair was of utmost importance to the customer.

Given a deadline of the following Wednesday for the repair, INCOE's team of Service Technicians began work immediately that Friday afternoon. Second shift Service Technicians continued work through the night on the emergency repair.

All of the hot runner components necessary for repair were available from INCOE's Inventory Management department, located adjacent to the Technical Service area inside INCOE's new Global Headquarters in Auburn Hills, Michigan. Previously, Inventory Management and Technical Service were located at separate facilities.

Work continued throughout the weekend on the emergency hot runner system repair. Teams of INCOE Technicians worked on the repair for 41 hours straight.

Early Sunday morning, the repair was completed and the system departed for the molder's facility at 7:30 AM, three days ahead of their deadline.

This quick turnaround once again demonstrated INCOE's technical capabilities and commitment to customer service while highlighting the added value that INCOE brings as your partner in the injection molding process.



**"I wanted to send you a note thanking you and your teams for all their efforts throughout this past weekend on this emergency manifold repair. Please send this on to anyone that you feel should see this thanking them for me and the [Tier 1 Automotive Supplier] Team for this extremely fast turnaround." - Director of Tooling - Tier 1 Automotive Supplier**