

CASE STUDY

# Road Header Cutter Heads

**Our Industrial Repair Services team strives to exceed customer expectations by using our corporate Core Values as our guiding principles:**

- 1 **QUALITY** in our team members services and facilities.
- 2 **INNOVATION** in our approach to customer repairs and upgrades.
- 3 **COMMITMENT** by our team to excellent service and customer satisfaction.
- 4 **CUSTOMER FOCUS** in everything we do.

## Component & Issue

- The Cutter Head tool holders were worn from usage and would not properly accept cutter inserts
- The OEM was not capable of supporting the repair process and would need to outsource this to a third party contractor
- The lead times for repairs provided by the OEM to the customer were not acceptable due to committed schedules

## Inspection Findings & Proposal

- Inspection of the unit confirmed that the replacement of worn components was the only option for the customer

- Brandt proposed that the customer supply the replacement parts from the OEM to avoid additional material markup and associated cost increases
- The customer was presented a proposal for the required equipment and manpower needed to return the Cutter Head to OEM specifications

## Deliverables

- ✓ **Total Cost of Ownership**  
Brandt returned the unit to the customer On Time and On Budget, at a lower cost of repair versus the OEM option. The refurbished unit was delivered 50% faster than the OEM proposal, allowing the customer to maintain their production schedule and eliminate the associated revenue loss.



Whatever your industry, Brandt delivers unmatched end-to-end solutions, refurbishing components and equipment to OEM specifications or better. And, with 24/7/365 technical support, we'll always be there to help ensure your success, day or night.

**It's what we do. We build confidence.**

