



## Summary

|                        |                                   |
|------------------------|-----------------------------------|
| <b>Industry:</b>       | Marine                            |
| <b>Application:</b>    | Non-Asbestos Mica Jointing Sheets |
| <b>Actual Saving:</b>  | Speed of service                  |
| <b>Payback Period:</b> | Immediate                         |



## ERIKS Gasket Technology Go the Extra Mile

### ISSUE

The customer, a spare parts procurer for Ships and Power Stations overseas, was contacted by a Ship Management firm in Hong Kong. They were asked to attend to a vessel in the River Tyne, at a location very close to the customer's headquarters. The vessel had been detained by the Maritime Coastal Agency's Safety Inspection division, due to a number of deficiencies.

She was the Shawke Bay, a 15-year-old Japanese-built craned bulk-carrier, bringing in wood pellets for the Biomass Plant at South Shields for onward usage at a power station in Selby, Yorkshire, in the UK.

The vessel was expected to sail imminently on the Wednesday, and urgently required 2 sheets of non-asbestos mica jointing sheets, to help in passing the Inspectors' examination after the requisite repairs.

### SOLUTION

ERIKS Gasket Technology Team's technical know-how and experience helped in delivering unbeatable service to the customer. ERIKS acted quick, going the extra "200 miles" between Barnsley and the Tyne Dock. ERIKS have then been awarded "Souter Trading Gold Star" for immediate action in having the required sheets on an individual carrier sent up to the vessel at Tyne Dock, South Shields the same day.

The vessel was then going to sail on Thursday, then Friday, then Saturday; and, of course, she got away on Monday this week, 6 days after the customer had been contacted. Following this she was anchored off the Tyne awaiting orders in high winds.

### OTHER BENEFITS

- Technical know-how
- Efficiency
- Excellent service

### FURTHER COMMENTS...

Many thanks for your much-appreciated intervention in this issue; going the extra "200 miles", there and back to Barnsley.

Chairman

### MORE INFORMATION

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know-how makes the difference

# ERIKS