

## Rotamec's premier customer service ensures 24-hour motor repair turnaround

**Rotamec Engineering Solutions has launched its Premier Service to support businesses that rely heavily on motors, gearboxes, pumps and fans. The service agreement states that activity will commence upon the client's instructions and continue to be worked on 24-hours a day until the job is complete. The service has been created to support customers who can't afford downtime and need a repair partner who cares as much about their productivity as they do.**

Rotamec's round-the-clock maintenance services are performed by qualified and experienced engineers that can handle both electrical and mechanical repairs. Extensive expertise, on-site tooling and CNC capabilities and a large stock-holding of transmission components, electric motors and other pieces of equipment are key to achieve fast turnaround times.

Simon Brooks, Managing Director at Rotamec, explains: "Maximising uptime is crucial to all of our customers; but for some, every second counts. We believe that our Premier Service is the highest level of customer service possible – we literally will not rest until the work is complete."

Repairs are conducted through three strategically-located service centres, therefore the company is able to offer the Premier Service Level Agreement nationwide. This localised support is also backed by Rotamec's extensive network of industry-leading distribution partners across the country. For less urgent repairs, Rotamec also offers a Standard and Superior Service, which offer turnaround on repair inside 72 and 48 hours respectively.

Of course speed isn't the only important issue to consider when choosing a repair specialist. Rotamec values reliability and durability to maximise cost-efficiency to customers. In order to deliver high-quality solutions that extend the operational life of motors, gearboxes and drives, Rotamec's staff always follows strict quality procedures and uses best-in-class facilities.

More precisely, workshops and machine shops are fully equipped with state-of-the-art facilities, such as dedicated rewind areas, CNC lathes, mills and testing units. In this way, customers can benefit from a one-stop-shop for diagnostics, maintenance and quality control.

Simon Brooks comments: "Customer satisfaction is at the heart of our business. This is why we always go the extra mile to ensure that we are providing high-quality repairs in a time- and cost-efficient manner. It's in this way that we add value to different businesses that use motors, gearboxes and drives."

### **Image Captions:**

**Image 1:** Rotamec's round-the-clock maintenance services are performed by qualified and experienced engineers that can handle both electrical and mechanical repairs.

**Image 2:** In order to deliver high-quality solutions that extend the operational life of motors, gearboxes and drives, Rotamec's staff always follows strict quality procedures and uses best-in-class facilities.

## About Rotamec

Rotamec is a turnkey stock, supply, service and repair provider for a wide range of engineered products from leading brands. Operating UK facilities in Cheddar, South Wales, Exeter and Redditch, the business provides a 24/7, 365 days a year service to promote customer uptime by delivering cost effective engineering solutions.

Services offered include repair, refurbishment and rewind of AC and DC electric motors plus supply of motors, gearboxes, pumps, bearings and transmission components from leading brands. Site services are another area of expertise, with dedicated service teams on standby to supply and install all types of electrical and mechanical rotational equipment. Operatives undertake in-house training provided by leading industry manufacturers.

Rotamec was founded in May 2000, growing from a rewind and repair company to providing power transmission solutions in 2003. A fast, responsive service and access to nationwide stocks allows customers to control maintenance costs and ensure time efficiency.

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