

## CASE STUDY

# Tridents Foams Ltd renews compressed air service plan for complete peace of mind

### Company: Trident Foams

Trident Foams Ltd are a leading UK manufacturer of rigid polyurethane products. Established over 30 years ago, their wealth of knowledge and wide product range means they can cater for customers both large and small from their base in High Peak, Greater Manchester.

As a family-owned business, Trident Foams Ltd pride themselves on their customer service which sees them supporting all stages of production, providing technical support, engineering solutions and giving expert advice.

Within their product portfolio all areas of urethane production are catered for across various industries including construction, renewable energy, CNC & prototyping and transport.

For more information on Trident Foams Ltd please visit their website [www.tridentfoams.co.uk](http://www.tridentfoams.co.uk)

### Project overview:

Carrying out a free energy audit and site survey to assess current compressed air usage.

This then led to exploring options around the compressor service maintenance renewal, before agreeing a plan to ensure peace of mind for Trident Foams Ltd.

### What was needed:

Trident Foams Ltd had come to the end of their compressed air extended warranty service agreement. As compressed air is an integral part of their production it was a good time for them to assess their current set up. A free energy audit and site survey was needed to evaluate all aspects of their system to ensure it was working as effectively and efficiently as possible.

### What we did:

PPS carried out non-intrusive data logging on site to gain an accurate account of Trident Foam Ltd's compressed air demand, pressure and cycle over a seven-day period. Coupled with a site survey this gave a complete overview of the system.

The review demonstrated that the machine was still sufficient based on their air requirements and was sized correctly for the site.

Knowing they were still operating an effective system, Trident Foams Ltd were keen to look at service plans that would give them cover similar to what they had experienced under their extended warranty agreement.

PPS presented the possible service options, looking at extending the current service plan, maintaining the warranty or possibility to go on a preventative maintenance 'Air Protect' plan.

## Key benefits:



Complete peace of mind – the extended cover means Trident Foams Ltd have one less thing to worry about



Ease of budgeting - Fixed payments over the contract term make budgeting easier



Reliability - On average, customers with a compressor service plan in place enjoy 3.5% more production uptime than those without one

## Why Pennine Pneumatic Services?

Trident Foams Ltd have trusted PPS for their service requirements for almost 20 years. They value the complete peace of mind as their service agreement covers all planned maintenance and breakdowns over the contracted period. In this way, Trident Foams Ltd knew their compressed air needs were taken care of, with no unexpected bills!

*"Trident Foams are a long-standing PPS customer. As we approached the renewal date of their service contract, we discussed the options available. After some review, it was decided to proceed with an extension of their current warranty package, to give them peace of mind and to fix their payments. We look forward to continuing to support them with reliable compressed air".*

Jen Kershaw, Aftermarket Account Manager, Pennine Pneumatic Services Ltd



*"We here at Trident have been served by PPS for nearly 20 years, this alone indicates the successful nature of their business approach. We have always found PPS to be friendly, responsive, very technically able and of course commercially cost effective.*

*"Their recent free survey of our current usage and therefore our future needs was outstanding! Very comprehensive and easily understood by a layman such as myself.*

*"It is no surprise that PPS are expanding given their competitive pricing and rates coupled with their excellent service.*

*"Well done to all at PPS and long may your company ethos and therefore success continue."*

Phil Kenyon, Managing Director, Trident Foams Ltd

