

A failure can be defined as a nonperformance of what is requested or expected. Failures occur, whether you're ready for them or not. **Steiner Electric Company is always ready.**

The Situation:

A Steiner representative received a call on his cell phone on a Saturday at 8:00am from one of his customers who had just experienced a failure of a drive on a key manufacturing line. The drive application was on the cutting machine portion of a cutting line for the rubber components of automotive seals. It was imperative that they fix this problem immediately since this plant manufactures seals for the automotive industry and needed to be online for production on Monday morning. They needed an emergency replacement unit and they needed it fast.

[Click here for more information on Motors & Drives](#)

Success:

With the help of the Steiner representative, the customer was able to get the replacement drive within 3 hours of calling and had it installed and ready for production on Monday. Steiner's ability to respond with a live representative and solve the customer's problem in a timely fashion allowed the plant to start production when expected and demonstrated why Steiner is the preferred supplier in Chicago.

*We lead the way with both products
and services to help serve you in any
kind of emergency. We have **what** you
need **when** you need it.*

Steiner Electric provides a diverse set of skills to approach each customer's site as a unique application. We provide a broad array of "best in class" products *and* the expertise to apply them into a complete and comprehensive solution.

- ✓ Large inventory of spare and replacement parts available at any time
- ✓ Motors/Drives emergency services available including: start-ups, troubleshooting, programming, cleaning, testing, and engineering application support
- ✓ Available **24 hour hotline** to arrange emergency service right when you need it. Technicians are always on-call at **1-800-STEINER**