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# NO DOWNTIME, NO PROBLEM

How immediate resolution helped a VIP customer prevent downtime



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**INDUSTRY:  
OIL & GAS**

**LOCATION:  
COLD LAKE,  
ALBERTA**

In 2014 – 2015, Axiom Equipment Group's equipment experts were approached by a long-standing VIP customer to supply heaters, generators and light towers for an industrial construction project in the oil and gas industry in Cold Lake, Alberta.

This harsh northern winter climate, with temperatures averaging around -40°C, required rugged and reliable industrial heaters to continually provide warmth to the job site.

To meet these requirements, Axiom Equipment Group supplied 13 HI770 Wacker Neuson indirect-fired heaters for this industrial construction project.

The heaters ran continuously for the entire winter, until December before shutdown when the customer experienced issues with four of the heaters due to operator error.

In the bustle of the customer's busy operations, they forget to fuel-up four of the heaters, which in turn triggered the safety sensors, preventing two of the heaters from firing-up.

The customer contacted Axiom Equipment Group, and were connected with an experienced Service Technician who provided an immediate solution by providing the customer with step-by-step instructions for immediate resolution over the phone. Through this guidance, a resolution was met and the two heaters began running within a matter of minutes.

Throughout the rest of the customer's project, there were no breakdowns or equipment failures on any of the 13 HI770 Wacker Neuson units that were provided. The VIP customer continued to rent equipment from Axiom Equipment Group for their industrial project needs.

Learn more about how becoming an Axiom Equipment Group [VIP member](#) and receiving 24/7 access through our customer hotline can help you maximize your uptime.