

# Customer Success

Engine Division



## BOLIVIA – REMANUFACTURED ENGINE

### Engine model: Waukesha 12V-AT27GL

<b>Power</b>	3,140 Horsepower	<b>Length</b>	14.3" (3.63 Meters)
<b>Speed</b>	750 – 1000 RPM	<b>Width</b>	6.2" (1.57 Meters)
<b>Height</b>	10.6" (2.70 Meters)	<b>Weight</b>	52,000 lbs. (23,560 kg)

### FACTS IN BRIEF

- Customer failed engine
- Customer wanted to have same engine model but was unable to replace it with new engine (discontinued)
- Very critical piece of equipment
- Customer was looking at custom shop overhaul or field fix
- Remanufactured engine was offered with same warranty as new engine
- Only two other solutions were offered to the customer:
  - CAT engine retrofit
  - Other options for similar engines in Asia but without/very short term warranty

### CORE ENGINE – REMOVAL & TRANSPORTATION

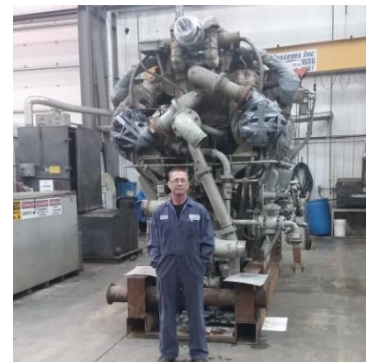
- Roof removed from compressor building
- Engine prepped to dismantle from skid and compressor
- Crane used to lift engine out of compressor station
- Approximate weight of 12V AT27GL engine 51,000 lbs (23,000 kg)
- Outside temperature -40°C
- Engine loaded onto shipping skid and truck
- 9-hour transportation journey by road to Spruce Grove



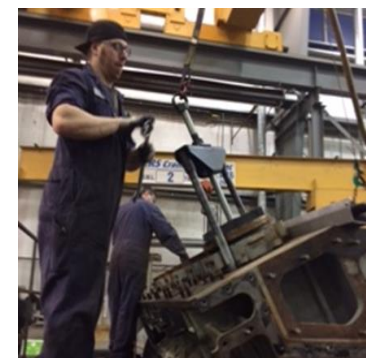
Core Engine Removal



Core Engine Transportation



Arrival in Spruce Gove



Tear Down Process begins...

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## RESULTS

- Customer got a reliable engine with same warranty duration
- Fast engine exchange, short downtime
- Perfect match with generator
- Instrumentation upgrade, TCM II

## WHY DID OUR SOLUTION WIN OVER ALL OTHER OFFERED SOLUTIONS?

All customer requirements were fulfilled:

- First part of project was critical since customer had many questions/requests
  - A video conference was held to clarify questions and discuss requirements
  - Personnel was sent down to Bolivia for assuring a “plug and play” solution as possible
- The customer was provided a performance evaluation using Windrock testing
- The customer was invited to visit the facility in Spruce Grove for Dyno testing of the engine



Tear Down Process



Before Process – Work in Progress

