

D11T Outstanding Radiator Service Delivery



CASE STUDY

Location | New South Wales, Australia

Application | CAT D11T Dozer

Product | Mesabi Industrial Radiator

OVERVIEW

HEPI Cooling Solutions specializes in application-specific heat transfer solutions for the mining and off-highway markets, delivering engineered products that improve performance, productivity, and uptime while reducing total lifecycle costs. Backed by innovative engineering and in-house modeling capabilities, our cooling systems are built for demanding operating environments.

SITUATION

A valued customer required an industrial radiator for a Caterpillar D11T dozer at short notice after the OEM dealer was unable to supply, creating a risk of extended equipment downtime and production disruptions.

Due to the urgency of the requirement, the customer contacted HEPI after hours seeking immediate support to return the machine to service.



SOLUTION

Several days earlier, a service exchange unit had been returned to HEPI, stripped, sandblasted and assessed for remanufacture prior to being returned to stock.

Immediately after receiving the request, HEPI mobilized labor, scoped the requirement and set about completing the job, achieving:

- Expedited the request through to service completion within a **12 hour period**
- Coordinated manning, repair parameters and logistics

RESULTS



Expedited service to completion in a **12 hour period minimized downtime**



Customer-driven solution met **urgent requirements**



Certified repair ensured **reliable performance**



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