

# FROMM'S 24/7 EMERGENCY SERVICE KEEPS INTRAME ASPHALT PLANT START-UP ON SCHEDULE



*"Your emergency service is above and beyond anything I've dealt with. [Fromm] was professional, courteous, and clearly genuinely cared about my emergency."*

Frank Benitez  
Senior Technician  
HMA Technical Services, LLC

HMA Technical Services, LLC (HMATS), based out of Miami, Florida, is the U.S. systems integrator for Intrame Asphalt Plants, based in Spain. Intrame manufactures asphalt plants, including machinery and controls, and then

ships the plant components to sites around the world. HMATS works to support and deploy startup on these components and associated equipment.

## PROBLEM

HMATS was coordinating the assembly of a new Intrame asphalt plant in Reading, Pennsylvania. During the final electrical, control, and technical calibrations before the start-up, an HMATS technician noticed that a drive had been damaged during shipping and needed to be replaced. In order to stay on schedule, HMATS needed to replace the drive that same day, which happened to be on a Saturday during a holiday weekend when many electrical distributors were closed.

## SOLUTION

HMATS contacted Fromm's Emergency Services phone line, which is available 24 hours a day, 7 days a week, and left an urgent message through Fromm's answering service attendant. HMATS was then contacted by a Fromm customer service representative within 15 minutes. After HMATS explained the situation, the Fromm representative worked with Fromm's industrial automation team to find a replacement drive that suited HMATS' needs. Once the drive was located, a second Fromm representative opened the Fromm Reading branch for HMATS to come pick it up.

## RESULT

Within three hours of contacting Fromm's Emergency Services, HMATS had the replacement drive it needed to continue the final steps in the start-up process. Start-up was able to proceed on schedule without any significant delays.



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