

# CASE STUDY

Flow  Products

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## PRODUCT CATEGORY:

*Hydraulic Hoses*

## INDUSTRY:

*Transportation - Rail*

## APPLICATION:

An urban mass transit operator needed to refurbish 350 rail cars in their system. They required large numbers of hydraulic hose assemblies to replace damaged rail car brake lines and hydraulic leveling systems.

## PROBLEM STATEMENT (PAIN):

Customer was experiencing premature failures and leakage on existing hydraulics hoses. The major causes of the hose failures were identified as:

- Debris from the tracks striking the hose.
- Extended exposure to varying weather conditions and UV light which caused material degradation.
- The use of a coiled wire guard design that proved ineffective in protecting the hoses from debris and actually abraded the hose which contributed to excessive wear.

In addition to the physical damages on the hose, the customer was dealing with long lead times from the current supplier which forced an increase in stocking levels to offset the delays.

## FLOW PRODUCTS SOLUTION:

Flow Products met with the customer's engineering team to fully understand the performance requirements and the application. We proposed an Eaton GH781 hose with coiled plastic guards that provided a larger area of protection over the hose assembly while still maintaining the ability to visually inspect the hose.

To address delivery concerns, we offered to stock the required fittings and bulk hose in reels. With our in-house, dedicated hose assembly cell, delivery was assured.



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## RESULTS:

1. Application specifications were met with the new hose assembly and performance was improved with the plastic coil design which eliminated the abrasion issue and extended hose assembly life..
2. Flow Products offered local service, quick delivery, competitive pricing, and technical support.
3. Customer realized savings through reduction in stocking levels and inbound freight charges.

## CUSTOMER SERVICE & TECHNICAL SUPPORT

Our dedication to market leading service levels is always evolving. We work to meet all your requirements and strive to provide additional services that enhance the purchasing experience. We offer the following:

- Same day quote turnaround on standard products
- Customer dedicated inventory
- Vendor managed inventory
- Electronic Data Interchange (EDI)
- Custom labeling and packaging
- IFPS Certified fluid power specialists
- Complete fluid system design, assembly, and test capabilities
- System start-up and commissioning
- System troubleshooting and diagnostics
- Component and systems repair service
- Customized technical training programs

## OUR HISTORY

For over sixty years, Flow Products has been a leading distributor and integrator of pneumatic, hydraulic and electro-mechanical products in the Chicago and mid-west region. Our product offerings range from fittings, valves, motors, pumps, actuators, sensors to a full array of custom manifolds and engineered systems – all designed to improve our customer's productivity.

Please visit us at [FlowProd.com](http://FlowProd.com) to review all the market leading services we provide, standard products available and custom designs.

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ONE OF OUR SALES PROFESSIONALS!**

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