

# Customer case study

## Diagnostic Test Equipment



### WORSLEY PLANT

Worsley Plant was established in 1996 as a contract crushing company, processing stone at rock face or demolition sites on a pay per tonne basis. Their job was to crush stone and remove it, and the very nature of the work requires a heavy capital investment for very tight margin returns. Hence, any breakdowns and consequent downtime can be very expensive in terms of losses, and equipment costs and size meant that only jobs of over 3000 tonnes were economically viable with such large machinery.





In 2003 the company identified a gap in the market for smaller jobs, involving crushing buckets attached to excavators. They employed these successfully, and later then went on to sell these crushing buckets to end users following demonstration. By 2006, equipment had become more advanced and so the relationship with Webtec began with the purchase of portable hydraulic testers. By 2007, the traditional large scale crushing business was sold, and the company's sole focus became selling and hiring crushing buckets via a dealer network. They are now the sole UK dealer for MB and REMU Crushing and Screening buckets as well as agents for Lehnhoff quickcouplers and Rotar attachments.

For Worsley Plant, an integral part of the installation is making sure the excavator is set-up correctly for the bucket to do it's work. If the excavator isn't set properly, then the bucket won't function to specification, and the user may assume that the crushing bucket is at fault. All sales therefore include training and commissioning during which a Webtec flow tester is used to test the hydraulics. This ensures Worsley Plants complete satisfaction from knowing that their client's needs have been met in the most professional and expedient way possible.

As well as selling new crushing buckets, Worsley also run a hire business and as part of the hire agreement a service engineer installs and sets up the bucket for



the client to ensure it functions correctly, knowing from their own experience that downtime can be catastrophic for an operator's income.

Worsley Plant also have dedicated hire software, which keeps a documented case history for all their clients machines in which the installation and test details of every bucket installed is stored. This data helps back up Worsley's professional customer service as they always have the knowledge they need at their fingertips.







Today's excavators have in the last few years become far more efficient and geared toward carrying attachments, whereas five years ago an excavator was only an on site digging tool. Now that it is more of a tool carrier, they come ready with hydraulic circuitry to control a wide range of rotating, vibrating or sorting attachments, and the pumps are more efficient. The demand for flow from the excavator to the attachment has increased, so now there is a need to test not only the inlet flow, but also the outlet flow as the 'regeneration' on some attachments with 400 lpm in, could result in 800 lpm out, for example. Hydraulic back pressure needs to be tested too, so not just how much flow is coming in, but that the hydraulic system is efficient and can achieve the working pressures that are

required for the bucket to operate correctly. The larger 800 lpm Webtec tester enables Worsley Plant to do this easily.

The company seek improvements all the time and certainly don't rest on their laurels. If they hire out an attachment, they want to ensure the customer is getting the best performance and know it is performing correctly. The best way to ensure this is to carry out the installation and commissioning on behalf of the client. Wherever in the UK, they will complete the installation by sending out a service engineer with his flow meter, and the first thing they do when they arrive is to check the hydraulic flow rates.





Worsley staff typically build a trust relationship with the driver or operator, and for small operators this could also be the owner. This alliance is key to allowing the engineer to test the excavator, which at this stage is something of an unknown factor. They must ensure the equipment is working correctly by adjusting the required hydraulic flow and pressures, then testing the back pressure prior to connecting the crushing bucket and demonstrating how to operate it. The approach shows Worsley Plants professional customer service. They turn up, they know what they're doing, they have the right tools for the job and they do it. The client sees immediate results which can directly impact his profitability.

Worsley Plant now has 18 people, including 9 service engineers, and flow test in the region of 20 excavators a week. They sold around 150 attachments last year and with a hire fleet of 60 attachments (increasing this year to 75) they will have carried out over a 1000 flow tests. The hire business means they are installing between 10 - 15 buckets a week, as well as selling buckets. Since 2008 they have sold in the region of 600 crushing buckets. Webtec is proud to provide equipment for Worsley Plant, giving them the potential to fit and test large hydraulic attachments and make sure they function correctly every time.

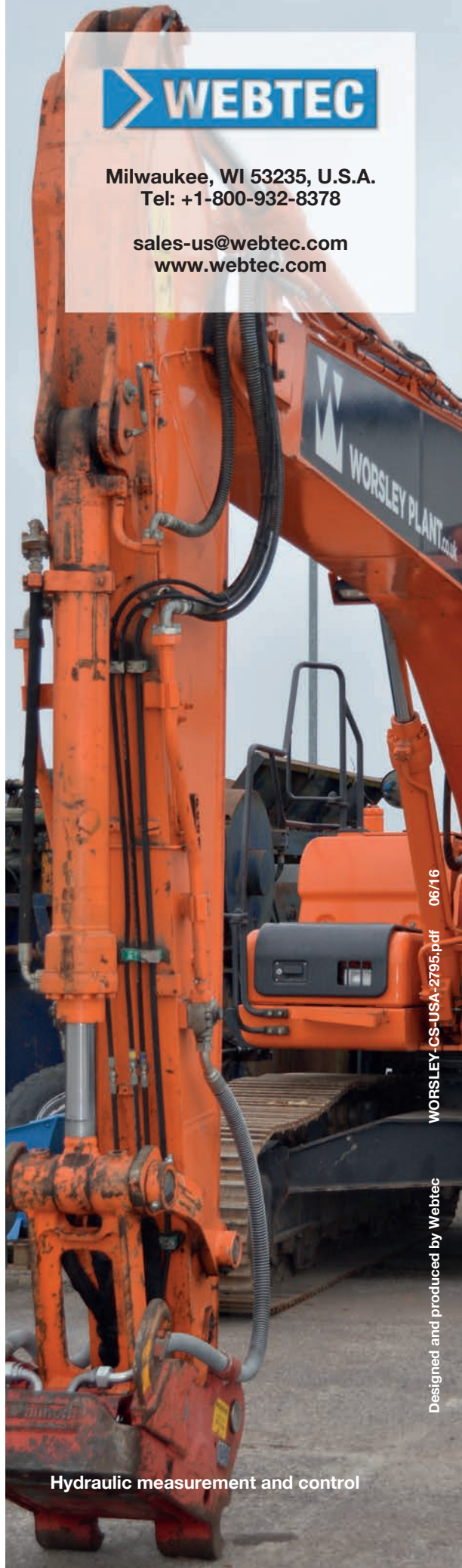
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