

Case Study

Summary:

When a Comminuting Mill was damaged at Lionel Hitchen's site they asked Perry for assistance in order to minimize downtime. Perry were able to supply a replacement item from stock, delivering it to site within a week of inspection.

The Client

Lionel Hitchen (Essential Oils) Ltd is a global supplier of flavours and ingredients to the Food & Drink industry. Established in 1965 and based in the United Kingdom, the company is an independent manufacturer of natural extracts and concentrated oils, providing high-quality and innovative ingredients.



The Problem

Lionel Hitchens were using an Apex 114 Communiting Mill as part of their process line. Unfortunately this became damaged and had to be removed, resulting in the shut down of the line. As the item was un-repairable the company had to look for a replacement mill, however, the lead time on such an item was significant and would have resulted in considerable losses due to reduced production.

Perry's Solution

With over 25,000 items held in stock at our global locations, Perry was able to provide a replacement mill, fitted with the correct blades, straight from stock. After testing they also organised delivery to site for the client. Lionel Hitchen received their replacement mill a week after they carried out the initial inspection.

The Outcome

Through Perry's quick response Lionel Hitchen were able to resume production in a fraction of the time required to wait for a new mill to be produced and delivered. As a result they managed to minimise costs, not only through the significant savings gained from purchasing used equipment over new, but by returning to full production in a much shorter time scale

Perry Process Equipment Ltd:

Perry Process Equipment Ltd is the European Head Quarters of the Perry Machinery Group of Companies. As international used process plant & equipment specialists we have been working with clients in the chemical, pharmaceutical and food industries for over 75 years.

The group opened its 20,000 sqft warehouse and offices on its 6 acre site in Newton Aycliffe, County Durham, in 1990. Since then we have opened further operations in Poland, Czech Republic and Germany as well as establishing a presence in France, Russia, Israel and others. This gives Perry worldwide links and global buying power to ensure that we have the best quality equipment available for our customers.

Perry's primary business is the purchase and resale of used processing equipment and plant. We source the best quality used and surplus equipment which we then sell to other companies that require items for a number of reasons, e.g. breakdowns, expansions, new projects. To complement these activities we also offer a range of services including:

- Asset valuation
- Management of dismantling plant
- Asset disposal through auctions
- Buying equipment directly for stock
- Checking and testing of used equipment before resale
- Various sales options including sale/return and rental
- Management of transportation and logistics, globally
- Full reconditioning available through our qualified engineering team

Above all, we believe it is our ability to retain the personal touch whilst working on a global basis that ensures many of our customers return to us time and time again.

Main Contact Details:

Perry Process Equipment Ltd
Station Road
Aycliffe Business Park
Newton Aycliffe
County Durham
England
DL5 6EQ

T: +44 (0) 1325 315111
F: +44 (0) 1325 301496
E: info@perryprocess.co.uk
W: www.perryprocess.co.uk