

CASE HISTORY



Crane & Co.

Corporate Headquarters
30 South Street
Dalton, MA 01226

Troy Belting's 24/7 Response Saves Costly Downtime.

The Company

Crane & Co. is a manufacturer of high-quality specialty papers used in a wide range of commercial, industrial and technical applications. The company, now in its seventh generation, continues to be family-owned and managed, and traces its paper making roots back to before the American Revolution.

The Situation

Late in the afternoon, during a major production run, a gear box that drives a large-roll paper machine froze up, considerably limiting the mill's operations. Crane did not have a spare gear box on hand and, at around 6 p.m., contacted Troy Belting & Supply Co. to see if they could get one. If a replacement unit couldn't be found quickly, it would cost Crane many thousands of dollars in lost production.

The Resolution

Troy, a distributor for Falk gear boxes, immediately contacted the manufacturer in Milwaukee, Wisconsin. Falk quickly put a crew together to assemble the parts and build the 75 hp horizontal unit Crane needed. The new gear box was flown in and delivered to Crane the next morning, and full production was resumed.

"They got us an exact replacement, no modifications needed at all, and we were back in business quickly," said John Love, Maintenance Manager at Crane's Wahconah Mill. "Once again, Troy came through in an emergency and saved us some very expensive downtime. We've worked with them for many years, and they really go out of their way to meet our needs. It's great to work with a company like Troy that you know you can depend on."

**24/7
SERVICE**



troybelting.com > 800.274.8769

RELIABLE BY TRADITION. PROGRESSIVE BY DESIGN.