

# HVM Swiftly Resolves Breaker Crisis, Keeping Communication Systems Online

*During an emergency breaker failure, this communication company hired HVM to quickly restore power and develop a cost-effective, multi-year retrofit plan to extend breaker life, all while maintaining continuous operations.*

## Background

During a critical engine run, a communication company experienced a sudden failure affecting both their utility and emergency low-voltage breakers. This unexpected issue immediately threatened to halt essential operations, raising concerns about safety, continuity, and potential costly downtime. The customer was already working with a trusted contractor on-site when the failure occurred, and they quickly contacted HVM for urgent assistance. With a history of successful collaborations and a strong partnership with the contractor, HVM was able to respond rapidly, dispatching skilled technicians within an hour. The team arrived prepared to troubleshoot and service the breakers on-site, ensuring the facility was back up and running with minimal disruption. This swift action not only mitigated immediate risks but also laid the groundwork for a comprehensive plan to address the aging electrical equipment identified during the emergency response.

## Company Profile

The company is a communication provider dedicated to delivering reliable and secure connectivity solutions. Focused on supporting critical infrastructure, it prioritizes operational excellence, innovation, and customer satisfaction to keep people and businesses connected around the clock.

## Industry

Communications

## Location

USA

## Benefits

- Rapid response minimized downtime and restored operations quickly
- Customized retrofit extended breaker life and avoided costly replacement
- Phased servicing approach maintained continuous operation without full shutdown
- Strong collaboration ensured efficient project management and cost control

## Challenge

When HVM technicians arrived onsite to address the failure, they quickly discovered that many of the low-voltage breakers were equipped with outdated dashpot trip units that had not been serviced for an extended period. This aging equipment posed a significant risk for future failures if not properly maintained or upgraded. The customer faced the difficulty of servicing a large number of breakers without scheduling a full plant shutdown, as the switchgear room was located inside the building, making replacement or long downtime highly disruptive. Coordinating removal, inspection, and offsite servicing of breakers while maintaining continuous operation required meticulous planning and strong vendor partnerships. Balancing operational demands with budget constraints, made it essential to develop a cost-effective solution that extended the life of the existing infrastructure rather than a complete switchgear replacement.

## Solution

HVM developed a multi-year plan to retrofit approximately 50 breakers with modern AC Pro Trip Units. This upgrade extended the life and improved the reliability of the breakers while avoiding the logistical and financial challenges of full switchgear replacement. Working closely with the customer and their contractor, HVM coordinated the phased removal and offsite servicing of breakers, providing rental units as temporary replacements to ensure continuous operation. The project schedule was carefully designed to minimize rental costs and operational impact. Throughout the retrofit, HVM maintained clear and timely communication with all stakeholders, leveraging its expertise and trusted relationships to ensure smooth project execution. This comprehensive approach not only addressed the immediate equipment concerns but also positioned the customer for more efficient maintenance and reduced risk moving forward.

## Results

- ✓ Emergency breaker issues resolved quickly, preventing outages
- ✓ 50 breakers retrofitted with modern trip units over several years
- ✓ Facility operations maintained during retrofit
- ✓ Cost savings by extending equipment life
- ✓ Strengthened partnership led to new projects



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