HVM's Rapid Response Turned an Equipment Issue into a Smooth Path Back to Compliance

When incorrect equipment threatened project timelines, HVM stepped in with fast action, expert coordination, and thorough testing to ensure safe, compliant, and fully operational systems right on schedule.

Background

The distribution facility operates in a fast-paced environment where reliable electrical infrastructure is critical to maintaining seamless product flow and meeting customer demand. Recently, the facility invested in new electrical equipment to support increased capacity and operational efficiency. To comply with industry safety standards and local regulations, the customer requested comprehensive acceptance testing. This included updated fault current, short circuit, coordination studies, and an arc flash analysis to ensure the new equipment would integrate safely and effectively into the existing system. Given the urgency to get the equipment operational, the facility sought a trusted partner capable of delivering thorough testing with a quick turnaround. HVM was engaged for their proven technical expertise and ability to manage complex, time-sensitive projects.

Company Profile

A large-scale distribution facility responsible for managing high product volume and time-sensitive operations. The company depends on reliable electrical systems to maintain efficiency, safety, and compliance, making rapid issue resolution and expert technical support essential to its success.

Industry

Distribution

Location

USA

Benefits

- Rapid response minimized delays and kept installation on schedule
- Expert guidance enabled correct equipment for safety and performance
- Thorough testing guaranteed compliance with safety and regulations
- Clear communication and coordination reduced operational disruptions and eased regulatory approval processes

Challenge

Shortly after installation began, HVM's technicians discovered that the main breakers installed were incorrect as they were different from those specified and incompatible with the existing infrastructure. This error risked compromising system safety and reliability and posed a major setback, threatening to delay critical approvals from the Authority Having Jurisdiction (AHJ). Additionally, the replacement breakers required specialized test equipment not initially on site, further complicating the testing process. With production schedules tight and regulatory inspections imminent, the customer faced mounting pressure to correct the issue quickly without causing operational downtime or jeopardizing compliance. The challenge lay in rapidly coordinating equipment replacement, adapting testing protocols, and delivering accurate results on an accelerated timeline.

Solution

Upon discovering the issue, HVM promptly notified the customer, who arranged for the correct breakers to be delivered the next day. Anticipating the need for different test equipment, HVM shipped the required gear overnight to avoid potential delays. Once installed, HVM completed comprehensive acceptance testing and updated fault current, short circuit, coordination, and arc flash studies on the new equipment. They also helped select the right accessories to optimize safety and performance. Through clear communication with the customer and regulatory officials, HVM ensured all safety standards were met and delivered timely AHJ approval, avoiding costly downtime. The addition of an arc flash reduction switch further enhanced system safety and reliability.

Results

- ✓ Incorrect breakers were replaced without causing downtime
- ✓ Quick action delivered the right equipment on time
- ✓ The facility received approval from the AHJ
- ✓ An arc flash reduction switch was installed, improving safety
- ✓ The customer gained trust in HVM's technical expertise for future projects

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