

## Solutions

A Case for GPM



# On-site Troubleshooting and Fast Repairs Make the Difference

### Summary

When temperatures drop below freezing in late fall, ski resorts around the nation begin creating a base layer of artificial snow. The sooner this layer is created, the sooner ski season can open.

The artificial snowmaking process relies on a complex system of chemical agents, piping, electrical and high-pressure pumps working together to create snow. If one element fails, it could spell disaster.

When a local ski hill experienced a vertical turbine pump failure, they immediately reached out to the GPM Service & Repair Center team for a fast solution.

### The Customer

The customer operates a popular ski hill in Minnesota. With warmer temperatures causing less natural snowfall early in the season, staff begin making artificial snow soon after temperatures drop below freezing. To create high-quality snow, this ski hill uses a vertical turbine pump to pump water from a reservoir to snowmaking cannons strategically placed around the hill. So, if some of the pumps stop working, snowmaking operations can come to a standstill.

### The Challenge

When a vertical turbine pump blew a mechanical seal at the peak of early snowmaking season, things didn't look good for the ski hill. The seal failure decreased the amount of water provided to the snow cannons, significantly reducing snowmaking capacity. Without a fast repair from a knowledgeable team, the potential opening date would have to be pushed back, causing the ski hill to lose customers and revenue. Luckily, the customer picked up the phone and called GPM right away.

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### The Solution

GPM immediately dispatched an expert field technician to the hill, who was able to repair the seal on-site, and also reinstall it, getting the customer's pump back in working order in only a few short hours.

With same-day field service support for area customers, and a highly-trained lineup of field technicians, the GPM Service & Repair Center team gets customers running again at full strength in record time. This ski hill customer was extremely grateful to GPM for quickly resolving the issue with a longstanding solution.

### Solutions Driven

Whether difficult and time-sensitive situations, or smaller fixes, GPM's highly-skilled team of technicians are at the ready to solve service or repair issues. In many cases, our ability to provide same-day, quality service, saves our customers lost revenue and production due to costly downtime.

With GPM on your side, you can depend on fast solutions that keep your business operations at full strength.

Contact GPM Inc. today to learn more.



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