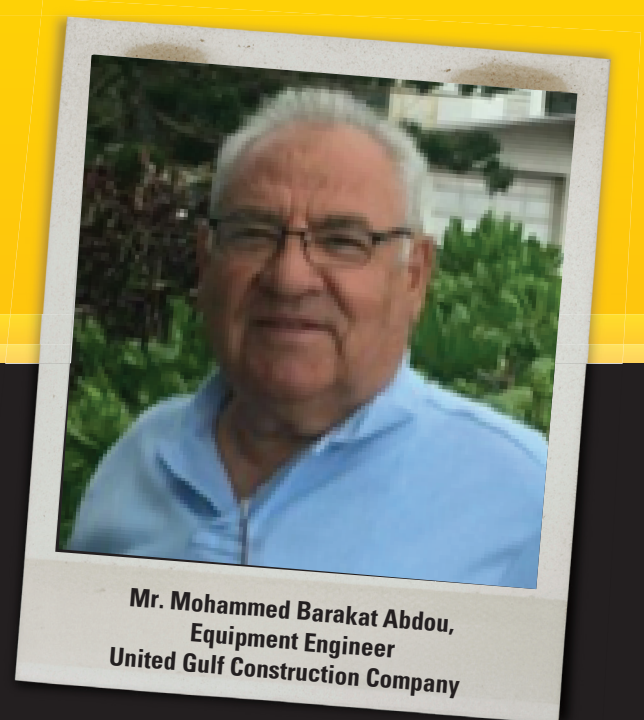


# CUSTOMER SUCCESS

## REPAIR OPTIONS FOR ENGINES AND TRANSMISSIONS



Mr. Mohammed Barakat Abdou,  
Equipment Engineer  
United Gulf Construction Company

“We decided to overhaul our 966H engine using Al-Bahar Repair Options, because it guaranteed us a fixed repair cost before the disassembly. We were pleased to have received the quote instantly, and the scope of work was well explained with clear images.”

### BUILT FOR IT.

#### Repaired Machine – 966H Wheel Loaders

#### Repair option level chosen – Level 2

#### More about UGCC

UGCC is a highly specialized construction company with core competence in building construction, civil infrastructure, roads and landscaping. For the last 35 years, UGCC has built a reputation as the most valuable construction company in Kuwait by delivering turnkey construction projects of varying sizes to every part of Kuwait and Internationally.



#### Customer Challenges: What UGCC was doing.

- Handling machines repair in-house, with their own resources
- Repair environment was not perfectly controlled against contamination to perform the overhaul
- Repair durations were longer than anticipated, affecting machine uptime and eventually its productivity

#### Positive Results for UGCC.

- UGCC is able to accurately budget for repair costs, as the final invoice is exactly the same as initial quote
- Machine was repaired as per Cat specs and recommendation by a certified technician, ensuring better durability and dependability
- Completion time of the repair job was as per initial estimation, helping organize the machine availability for projects accordingly
- Warranty for 1 year promising hassle free operations

“The well-satisfied customer will bring the repeat sale that counts” – JC Penny

UGCC was satisfied with the ease of doing business - starting from the clear scope of repair, fixed prices and instant quote they received within minutes, all of these prevented delays in performing the actual repairs. As a result, UGCC has sent two more Off-Highway Truck Transmissions to be rebuilt at Al-Bahar in the following months.

For more details visit -

<http://www.albahar.com/product-support/repair-options>