

MACHINERY MANUFACTURING (USA)

AGRICULTURAL & CONSTRUCTION - COMPONENTS

Castrol Hyspin® AWS 32

ANNUAL SAVINGS: \$42,800



THE SITUATION

A leading hydraulic component OEM, was experiencing equipment malfunctions in the field, leading to significant warranty claims and related customer complaints.

BEFORE

- Competitor's hydraulic fluid used as initial fill
- Oil supplied in dirty, used drums
- Equipment malfunction & customer complaints in the field

AFTER

- Castrol Hyspin AWS 32 hydraulic oil as initial fill
- High quality, clean oil delivered every time
- No lubrication-related equipment failures (\$40,000 reduction in warranty claims)
- Lower oil cost (\$2,800 savings)

THE SOLUTION

- Hydraulic oil cleanliness and anti-wear properties are key factors in hydraulic equipment life.
- Castrol quickly recognized the lack of cleanliness present with the competitive oil.
- We were able to deliver a much cleaner product, in new drums, and at a competitive price.
- Castrol engineers also made recommendations for keeping the oil clean from the time it enters the OEM's plant to the time it enters the end customer's facility.
- As a result, the customer reduced hydraulic pump and valve warranty claims by \$40,000 per year, while greatly improving customer satisfaction.

The proven performance of Hyspin AWS and quality certification of Castrol assured the customer that the hydraulic oil would meet the needs of their end users.

When these benefits were coupled with the competitive fluid price, the customer received an exceptional value.

RECOMMENDATIONS

Converting from a less recognized brand to a well recognized Castrol hydraulic oil allowed the customer to receive clean, quality-certified fluid on every delivery, ensuring consistently high performance lubrication in the field.

CONCLUSION

Castrol's fluid reputation assisted in the customer's marketing campaign, resulting in a sales increase of over 66% in one year.



OTHER POTENTIAL APPLICATIONS

Castrol Hyspin AWS series anti-wear hydraulic oils will provide high performance and long equipment life in any related application, from OEM initial fills to industrial hydraulic controls.