

Angle grinding
and welding on
equipment at a
Boart Longyear
workshop

Going global

Boart Longyear is expanding its aftermarket offering by establishing parts and service centres in key mining regions. These can undertake drill rig repairs, rebuilds and customer training as needed

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The proper management and maintenance of a drill rig is important in today's mining market, especially as exploration drilling moves to more extreme and remote locations around the world.

As part of its aftermarket support packages, drill-rig manufacturer Boart Longyear provides technical support, repair and rebuild services, preventive maintenance and training programmes. The company says these services are a way for drilling contractors to increase their productivity as rig failures are reduced.

A drill rig requires a large capital investment that pays for itself through the life cycle of the machine; typically, the longer the rig lasts, the better return on investment for the drilling contractor. With this in mind, contractors are paying more attention to the maintenance of their rigs, as well as proper training for their drillers.

GLOBAL EXPANSION

Downtime has become a bigger issue in recent years, as drilling exploration has moved to more remote locations around the world. Productivity can be lost due to

Boart Longyear staff confer over a plan



extended downtime as equipment experiences failure and lengthy repair time.

Boart Longyear supplies equipment to more than 100 countries around the world, and has decided to expand its parts and service centres globally. Each regional centre can service Boart Longyear rigs and has a large inventory of parts on hand.

“Boart Longyear has invested in taking the best possible care of our customers,” says Michael Norris, senior manager of aftermarket products for Boart Longyear. “Global expansion of our parts and service centres is a step towards complete customer satisfaction, and we strive to achieve that reputation.”

Boart Longyear is opening a new parts and service centre in Salt Lake City, Utah, on October 5. This location was chosen due to a high density of Boart Longyear customers in the region. The Salt Lake

City facility has a footprint of 1,850m²; this includes a 1,390m² workshop and 460m² of office space.

The Salt Lake location adds to Boart's existing parts and service centres in Adelaide, Australia, and in Nottingham, UK. The global expansion of the Boart Longyear parts and service centres also includes a further development in North Bay, Ontario, and in Lima, Peru. These facilities will be upgraded to full-capacity parts and service centres.

Boart Longyear will also be opening new parts and service centres in Santiago, Chile; Belo Horizonte, Brazil; Johannesburg, South Africa; and Khabarovsk, Russia, by the end of 2013.

CUSTOMER SERVICE

The global expansion of the Boart Longyear parts and service centres is an integral component of the company's initiative to continue to strengthen its



commitment to customer service in the mining industry. Mr Norris explains: "By strengthening our customer-service offerings and lending our expertise to our customers, Boart Longyear hopes to create a more mutual commitment to the success of our customers and the mining industry."

Boart Longyear has decided to grow its parts and service centres in these targeted global markets so that mine operators, juniors and majors will have a more localised centre to consult when maintaining, repairing and refurbishing their drilling equipment.

TECHNICAL SUPPORT

Each location is ready to meet the technical needs of its clients, whether it is a simple question about a rig or complex a question about equipment breakdown. Boart Longyear technical support services include: advice, field drill repairs, new drill commissioning, technical manuals and warranty support.

All of the parts and service centres are fully equipped service shops with dedicated teams of experienced factory-trained field service mechanics.

REPAIR AND REBUILD

With the growth of the Boart Longyear parts and service centres into new markets, equipment can be repaired and rebuilt by service technicians who use only genuine Boart Longyear parts, ensuring optimal performance and compatibility. Boart Longyear says its service technicians can handle anything, from component repairs to full drill refurbishment.

The company explains that drillers and mining companies are seeking out ways to save money when a rig breaks down. They want to avoid buying a

brand-new rig or components. This is why refurbishment has become a strong focus for customer satisfaction. By offering factory refurbishment as a cost-effective alternative to purchasing new components, Boart Longyear can restore drilling equipment back to full operating efficiency at a fraction of the price of new components.

Boart Longyear also has its Core Exchange programme that allows companies to exchange a worn drill component for a refurbished one before it totally breaks down. This programme is available on select critical drill components and can be a quick and cost-effective way to get a drill back into service.

PREVENTIVE MAINTENANCE

One of the best ways to avoid costly downtime is through preventive maintenance. Boart Longyear offers basic equipment audits, scheduled maintenance inspections and customised maintenance agreements designed to suit a customer's needs.

Preventive maintenance is a valuable safeguard against unexpected repair costs, and can better ensure that equipment continues to run at peak efficiency. Boart Longyear says that maintenance requires proper commitment and training of drill operators, which can also result in more ownership of the job at hand.

TRAINING PROGRAMMES

A driller's ability to operate, maintain and troubleshoot their own drilling equipment starts with a basic understanding of the various components on their particular rig. Boart Longyear offers this overview training when commissioning drilling equipment to its customers.

Offered through the parts and service centres, Boart's training programmes are designed to arm customers' drilling teams with applicable knowledge of their equipment. The hands-on and classroom-based training allows for a mix of both theory and practical application of proper operation, maintenance and basic repair on Boart Longyear equipment.♥

Left: Boart Longyear technicians can undertake a wide range of repairs and servicing

Right: Boart Longyear's new service centre in Salt Lake City

Boart Longyear engineers carrying out refurbishment work

