

PREVENTIVE MAINTENANCE IMPACT REPORT

The Math Behind Fewer Emergencies



A look at 4,730 word orders representing ~35M in service revenue.

84%

Customers who cut emergencies after starting Preventative Maintenance (PM)

+33%

Emergency premium vs. planned major service

\$34,326

Avg. cost when your centrifuge goes down hard

\$62K-\$186K

Total impact per major emergency incident

The Cost Of Waiting

Emergency major service calls don't just cost more. They cost significantly more than the same job done on a planned schedule.

Every major emergency costs 33% more than a planned service. That's \$8,588 more before you count a single gallon of lost milk.

Minor Service

\$13,201

Major Service

\$25,738

Emergency –Major Service

\$34,326

SEPARATORS

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The Milk Math

A single 6-hour unplanned outage puts 30,000 gallons at risk*

- ~9,000 gallons dumped — \$22,500 in raw product loss
- ~21,000 gallons rerouted — \$3,150 in added transport costs
- \$25,500 in lost processing revenue
- Plus overtime, compliance documentation, and customer penalties

Total impact cost of emergency service
\$62,200–\$186,000 per incident
That's the conversation you don't want to have with your plant manager.

84% of Customers Who Complete Regular Service Don't Request Emergency Service

We tracked plant assets that required emergency service before entering a maintenance schedule. The pattern held across the board: regular, scheduled maintenance = fewer emergencies, less downtime, and money saved. 84% of customers who started a regular maintenance schedule saw emergency calls decrease.

CUSTOMER HISTORY	STARTED PM	OUTCOME
6 emergencies + started PM		  1 emergency since
3 emergencies + started PM		  0 emergencies since
2 emergencies + 9 PM services		  0 emergencies since
2 emergencies + 6 PM services		  0 emergencies since

MINOR SERVICE: EVERY 6 MONTHS	MAJOR SERVICE: ANNUALLY
Focused on your centrifuge bowl. Covers 15–20 parts. Backed by Separators' warranty.	Everything in minor service, plus a focus on your centrifuge's frame. Covers 50–80 parts. Backed by Separators' warranty.



Let's Schedule Your Next Service

Schedule your next major service or talk through what a preventative maintenance schedule could look like for your plant.

Data sourced from 4,730 internal work orders representing \$34.7M in service revenue.

* Based on a 5,000 gal/hr processing rate. Your plant's numbers will vary, but the math always favors regular maintenance