

# SUPPORT AT A MOMENT'S NOTICE - RMS ENGINEERING AND SHOP TEAM PROVIDE IMMEDIATE FASTENER SUPPORT FOR CUSTOMER

*By Tony Rubino, Chief Engineer & Director - Compressor Engineering / Jeff King, NE US Account Manager / Bill Velekei, Manager of Manufacturing*

On New Year's Eve, while many of us were celebrating an end to 2020, RMS salesperson Jeff King was contacted by a customer in urgent need of fasteners for the scroll of their RFB-30 Compressor. Despite the holiday, the RMS engineering team immediately started working with the customer to fully understand the scope of this situation so that RMS could provide the best possible solution.

During the first few days of 2021, the RMS Engineering team and customer were able to identify their fastener needs and plan for the prompt manufacturing and delivery of these critical components. The RMS shop staff was on-site in the RMS Bethlehem, PA Shop within hours of receiving the drawings from engineering and immediately started to manufacture the required studs. After manufacturing was complete, RMS performed the required non-destructive testing, on-site and packed the studs for shipment. RMS was

also able to pull the requisite nuts from inventory and ship them alongside the newly manufactured studs.

The fasteners were shipped the same day stud manufacturing was completed, and a customer representative was dispatched for pick up. Thanks to the rapid response of the RMS team, the customer was able to get their compressor back up and running without extended delay. In addition to the expedited order, the RMS team worked to supply the customer with an additional stock of these fasteners that the customer can keep on hand for future events.

The RMS team is here to support our customers at a moment's notice and we're more than happy to start the new year serving our customers. We are proud to serve our customer's needs and understand that when things go wrong, timely engineered solutions are required.

*For more information:*

Tony Rubino, Chief Engineer & Director -  
Compressor Engineering

Jeff King, NE US Account Manager

Bill Velekei, Manager of Manufacturing

Email: [trubino@rotatingmachinery.com](mailto:trubino@rotatingmachinery.com)

[jking@rotatingmachinery.com](mailto:jking@rotatingmachinery.com)

[wvelekei@rotatingmachinery.com](mailto:wvelekei@rotatingmachinery.com)

Tel: 484-821-0702

**Headquarters**

2760 Baglyos Cir.  
Bethlehem, PA 18020

**Houston Office**

16676 Northchase Dr., Ste 400  
Houston, TX 77060

[rotatingmachinery.com](http://rotatingmachinery.com)

Tel: 484-821-0702

Parts: [rms@rotatingmachinery.com](mailto:rms@rotatingmachinery.com)



Rotating Machinery Services, Inc. | 2760 Baglyos Circle, Bethlehem, PA 18020 | Tel: 484-821-0702