



### Case Study – Lube Oil Filling

An Adelphi Masterfil lube oil client have recently completed the purchase of a second complete automatic filling line, which includes a Masterfil eight head five litre filler, a capper, and a labelling machine.



The company had seen a huge increase in their production demands over the last three years, and with this increase in volume came the requirement for a new filler. To help them continue to deliver outstanding products and service, Adelphi were the only provider to be considered for the supply of their second automatic filling line, which was identical to the specification they had purchased several years previously. When asked for a comment on their experience, our client was happy to report that “the experience from purchasing the first complete line from Adelphi Masterfil was very positive. When the time came to consider a second line, we knew that we could get exactly what was needed from Adelphi as a supplier, and the level of service and support we had received was always high”.

When initially looking for a supplier of filling machinery, our client was aware that the Masterfil brand had a reputation for high quality and durability; after discovering Adelphi Masterfil from browsing the web and reading positive testimonial comments, several quotations were gathered for what was needed, but the decision to purchase from Adelphi Masterfil came not only from its existing reputation for quality, but also from a preference to purchase close to home, from a UK manufacturing company.

Also needing consideration was the packed production schedule, where our client runs lines for fifty-one weeks of the year; a machine that would offer a high level of reliability was crucial, as continuous issues from the machinery would impact production significantly. They were again happy to stress that “the machines have proved to be low maintenance”, elaborating that “any routine servicing work can be carried out by Adelphi in less than a day, offering minimal disruption to production”.

Another significant selling point for our client was the simplicity of Adelphi’s purchasing process, especially since they had already purchased a machine previously. Adelphi are pleased to offer Factory Acceptance Tests at their site in Haywards Heath, West Sussex, which this client attended during their first purchase



## Adelphi Group of Companies

but did not feel the need to take up on the second occasion. This time, a series of video clips were taken and sent to the client to provide evidence that the machines were working perfectly with the products they wished to fill.

In this instance, the end user was already set up using an Adelphi Masterfil filling line, so the installation process was extremely straightforward, with the maintenance team already geared up for installation. Adelphi's sales representative Andy Clark kept in regular contact with updates whilst the machines were in production, and the machine was ready and delivered in the agreed time, which worked out perfectly, fitting-in with another project on the client's site.

Adelphi Masterfil Director Francisco Neto showed his pride in the team's products and services, commenting that "knowing we had previously provided this client with a complete filling line which gave them exactly what they needed with a high level of service, meant they had no need to look elsewhere for their second line. We look forward to working with them again in the future".

Our client is already looking forward to using Adelphi Masterfil to assist with a new requirement they have for a two or four head semi-automatic filler, which will reduce the monotony for their operators who are currently handling this particular product manually.

Adelphi supply a wide range of process and packaging machinery to a diverse range of industries. To find out how we can assist your business, please don't hesitate to call us on +44 (0) 1444 472300, or email [sales@adelphi.uk.com](mailto:sales@adelphi.uk.com).

