

Coming to the rescue of customers is nothing new for Pirtek. But at the 9th Global Gathering, this was taken rather literally, when the first operation was to rescue a sound engineer stranded 10m in the air.

To the Rescue

With festival goers already on site, the stage crew were putting the finishing touches to the sound system and stage lighting for the 9th Global Gathering Music Festival when a mobile elevating work platform (MEWP) being used to hoist the lighting into place experienced a total hydraulic system failure. The loss of this vital piece of equipment not only put the punctual completion of the sound stage in jeopardy; it also stranded the engineer more than 10 metres in the air.

Completed on Time

Realising they had a serious H&S issue as well as a potential delay to the Festival, MEWP supplier Angel Rental sent out an urgent call to Pirtek Redditch who dispatched Mobile Sales and Service Technician (MSST) Pete Blackwell to the rescue. Blackwell said obviously his first task was to get the operator safely to the ground using the emergency valve release handle. The MSST then spent the next two hours replacing the boom and mast hoses to give the engineer a realistic chance of completing the work in time.

A Very Happy Customer

Although he completed the repair with plenty of time to spare, there was a final twist to the hose replacement, as Pete Blackwell explains. "We had a very happy customer at the end of the job, but the experience must have unnerved the sound engineer as he refused to get back in the MEWP until I'd personally tested it at full working height," he concludes. "Of course it worked perfectly, and the festival preparations were completed on time. It was nice that Pirtek could be a part of it."



The Redditch MSST Pete Blackwell who rescued not only the Global Gathering Music Festival but the sound engineer as well

"We were asked to personally test the equipment before the engineer would even get back in the MEWP. Of course it worked perfectly."