



OPPORTUNITY/CHALLENGE

Parkway I is an 87,000 square foot Class “B” office building located in Hanover, Maryland. Transwestern was hired by the owner, an entity of AmberJack Limited, as the exclusive leasing and property management agent.

Late on a typical summer afternoon, Transwestern’s tenant services coordinator began to receive calls from tenants about the building being too warm. The building engineer began to trace the source of the complaint and found that the main shaft on the cooling tower had broken in half. The shaft is an enormous piece of specialty metal about ten feet long and five inches in diameter that is integral to the operation of the cooling tower – without the shaft, the single cooling tower is out of operation and the building receives no cooling.

SOLUTION

Traditionally, this type of repair requires a three-week lead time because manufacturing of replacement parts is extremely limited, as these shafts typically do not fail. But three weeks without air conditioning in the middle of summer is not an option and Transwestern immediately went to work to complete a repair.

The management and engineering team searched every conceivable source for the replacement shaft and found a distributor who had the shaft in its warehouse for another customer who was planning a shaft replacement later in the summer. After some persuasion, the distributor and its customer agreed to part with the shaft. Transwestern’s engineering team and its mechanical subcontractor worked throughout the night to complete the repair.

VALUE ADDED BY TRANSWESTERN

The repair was completed in less than twelve hours with no tangible effect on the building tenants.