

# Rapid Repair for Bay Beach Amusement Park

## CUSTOMER SUCCESS STORY



### THE CHALLENGES

Bay Beach faced an unexpected ride shutdown when a major hydraulic leak brought the Nebulaz to a halt. The issue demanded immediate attention to ensure both safety and uptime during the busy park season.

- **Ride Out of Service:**  
The Nebulaz ride was inoperable due to a critical hydraulic leak.
- **Urgent Timeline:**  
Downtime during peak season required a same-day response.
- **Safety Risk:**  
The failure created immediate safety concerns for park operations.
- **No Existing Partner:**  
Bay Beach needed a trusted hydraulic service provider to step in fast.

### AT A GLANCE

Bay Beach Amusement Park in Green Bay, WI, turned to FSC's Field Service Team after a major hydraulic leak shut down their Nebulaz ride. With **on-site troubleshooting, same-day diagnosis, and a rush quote for a replacement cylinder completed within two hours**, FSC quickly restored confidence and set the stage for a fast return to operation.

### THE SOLUTIONS

FSC's Field Service Team responded immediately, providing a fast, on-site solution that restored confidence and kept the customer moving.

- **On-Site Expertise:**  
Technicians Jason and Jesse arrived quickly to diagnose the problem firsthand.
- **Swift Communication:**  
A detailed quote for a replacement cylinder was delivered within two hours.
- **Root Cause Identified:**  
A failed hydraulic cylinder was confirmed as the source of the leak.
- **Rush Order Fulfilled:**  
Replacement parts were expedited to minimize downtime and get the ride operational by the next week.

### THE BENEFITS

- **Rapid Response**  
On-site assessment completed in under 2 hours, minimizing downtime.
- **Expert Troubleshooting**  
Technicians quickly identified the failure and set on a clear repair path.
- **Customer Confidence**  
Bay Beach praised FSC as **"the best hydraulic service crew they've ever worked with."**

