

# Life Support

**A**s the world struggles to cope with the devastating effects of the new coronavirus, the doctors, nurses and hospital support staff on the front lines who treat patients with COVID-19 are the true heroes during the pandemic.

Millions of healthcare workers—including emergency rescue personnel, law enforcement officers, and others who provide essential services—faced the challenge of providing care for patients with COVID-19, while often ill-equipped and poorly prepared, risking their own lives to save the lives of others.

Behind the lines, Cat® dealers played a critical role, as they helped meet the temporary power needs at field hospitals, screening tents and drive-up testing facilities across the globe. Not only did they ensure rapid deployment of rental power and stationary generator sets, but they provide the necessary personnel and technical support to connect the power and make sure it's ready when needed.

In the words of Yancey Rental Power manager Drew Eckford:

*"It's really about follow-up, follow through, and truly caring for our customers during this time when lives are on the line."*

*"We're all in this together—any of us could be affected at any moment. There are a lot of people that would avoid even the thought of going around a hospital right now, and our people are out there servicing these locations in order to make sure that we can help our community in a time of absolute need."*

As we face this uncertain time, it's reassuring to know that Cat power and the people behind it are there when called upon.



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## COOL UNDER PRESSURE Dealer delivers temperature control solutions

Energyst is a Cat® rental company for power generation and temperature control serving Western Europe.

At the end of March, Energyst was asked to provide temperature control and air handling systems to a special wing established to treat critically ill COVID-19 patients at a hospital in Delft, just outside The Hague in the Netherlands.

After receiving the request from hospital officials on a Sunday, Energyst delivered the necessary equipment and performed the setup the following Tuesday, according to Dennis Brands, a temperature control application engineer for Energyst. The Cat dealer provided heat pumps and small air handler units which were placed inside the patients' rooms to deliver warm or cool air to critically ill COVID-19 patients. The airhandlers installed in the patients' rooms are designed to create negative pressure to prevent the Covid-19 virus from spreading.

"When these urgent requests come in, it's unbelievable the team spirit and the willingness that our people have to make it happen on short notice," says Rob Munsters, an international applications manager for Energyst. "My colleagues stepped into the car, drove to Delft, and in the end, it was all installed and commissioned just two days later on Tuesday."

In a separate instance, Energyst partnered with another rental company to deliver four 500 kW chillers and air handlers to a temporary morgue established in Northern Ireland.

"The chillers were spread around Europe—three of them were in Germany and one was in the Netherlands," Munsters said. "So when we got the order from the customer, we immediately transported all the chillers from the different depots to our main depot in Holland. We tested them at -15° C because we wanted to be sure that when they were installed in Belfast they were 100 percent ready for the application. I think all of this was accomplished in three days from the order to the moment that they were delivered."

## DID YOU KNOW?

The legendary 1977 New York City blackout could have been much worse if not for Cat® dealer H.O. Penn, who sold more than 500 diesel-electric generator sets in the New York metropolitan area. While there was looting and vandalism, two Cat D398 Generator Sets that kept New York City police headquarters fully operational. And at many hospitals, like Northern Westchester Hospital Center in Mount Kisco, doctors went on delivering babies, performing surgery, and staffing emergency rooms because the Cat gensets were supplying power. When the blackout hit on July 13, a Cat D353T generator set enabled fans attending a Mets game at Shea Stadium to be evacuated safely.

