



# Extending performance

Alfa Laval's global service network and 360° Service Portfolio



# Extending performance

Alfa Laval's global service network keeps you competitive by minimizing costs and maximizing the return on your equipment investment.

With the knowledge, skills and support of Alfa Laval's global service network, you can rely on your equipment for as long as you own it. Our committed team secures performance that keeps you competitive throughout your equipment's life cycle. In short, we bring you peace of mind.

## Expertise at your service

Alfa Laval has deep process and application knowledge, drawn from a vast experience for more than 130 years. You benefit from a long tradition of finding solutions for multiple applications worldwide.



Alfa Laval 360° Service Portfolio



# Driven by your needs

We secure uptime, availability and optimization to ensure your peace of mind.

## Uptime

Proper service, performed at the right time, saves you money and prevents unplanned interruptions.

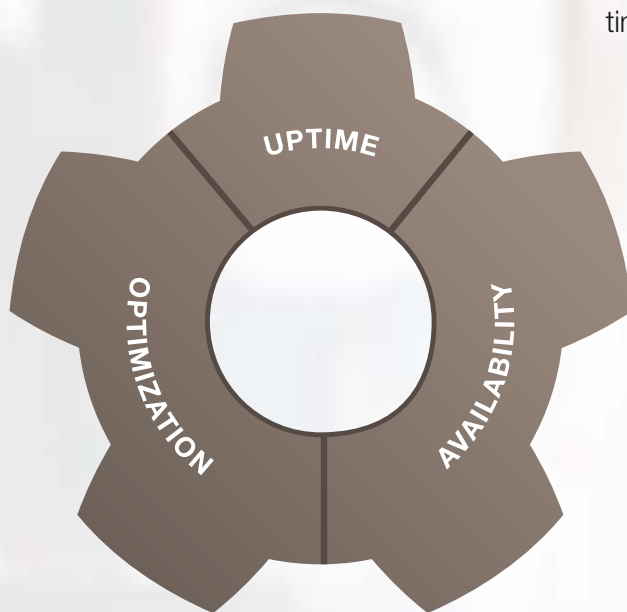
The experts of our network have the skills, experience and procedures to spot problems before they occur. They use only Alfa Laval genuine spare parts, which are designed for your equipment and manufactured for safe, reliable performance.

## Availability

Wherever your operations are, our network is there. You have easy access to expert support, from responsive people who care about your equipment and process performance.

The same is true when it comes to parts.

Alfa Laval's determined team gets the right parts to where you need them – in the right number and in as little time as possible.



## Optimization

The challenges you face may change over time. New media and capacities appear, as do changes in regulations and other business drivers. Solutions are available to adapt your equipment, based on the latest technology and Alfa Laval experience worldwide.

By listening closely to your needs, the experts of our network provide the right solutions for you.



# 360° Service Portfolio

Solutions are available to secure and enhance performance throughout your equipment's life cycle.

Whatever your equipment's type or age, there are options to safeguard or enhance its operation. The Alfa Laval 360° Service Portfolio offers full support – from planning, installation and commissioning to advice on the best replacement if the time comes.

## Services to match your needs

You choose the options that are right for you. In delivering your selection, Alfa Laval's global service network follows guidelines that ensure quality, safety and minimized environmental impact.



## Audit and reconditioning optimize steam cracking

Global petrochemical company, Belgium

**Challenge:** A global petrochemical company in Belgium wanted to optimize the performance of nine critical plate heat exchangers in its steam cracker plant.

**Solution:** Alfa Laval conducted a Performance Audit to assess the individual performance of the heat exchangers, which must perform equally for optimum output. To correct the issues found, the heat exchangers were reconditioned and fine-tuned at an Alfa Laval service centre, which involved cleaning, regasketing and replacement of low-theta plates.

**Benefits:** Optimal performance was restored without disturbance to cracker operation by reconditioning the heat exchangers one at a time and ensuring plate availability with Alfa Laval Exclusive Stock.



## Upgrading boosts dairy capacity by 50%

Moloko Gorodets Dairy, Russia

**Challenge:** A major dairy producer in Russia wanted to replace ageing equipment and increase production capacity for whole milk, sour cream, yogurt and ryazhenka.

**Solution:** Alfa L Service, an Alfa Laval Master Distributor, conducted a three-phase plant upgrade of the milk collection facilities, thermization treatment facilities and plant-wide equipment automation using Alfa Laval hygienic valves, energy-efficient pumps, heat exchangers, fitting tanks with energy-efficient agitators, cleaning equipment and relevant control technology.

**Benefits:** Throughput was increased by 50% using energy-efficient Alfa Laval hygienic equipment while complying fully with EU Milk Hygiene Directives.





## Start-up

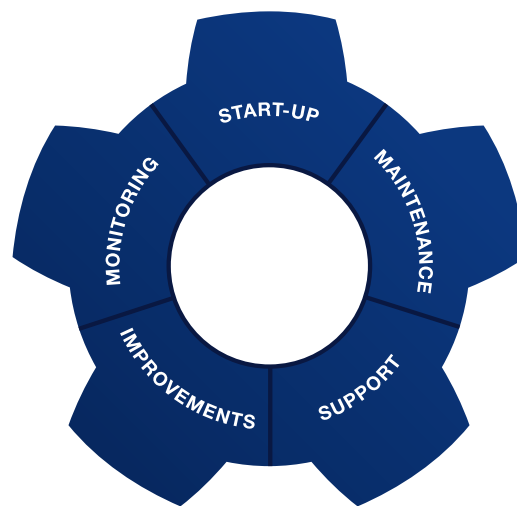
We bring your equipment into operation, smoothly and safely, while respecting global guidelines. We ensure your equipment delivers as it is meant to.

- Installation
- Installation Supervision
- Commissioning
- Commissioning Supervision

## Maintenance

With proper maintenance at the right time, you can achieve higher performance and lower operating costs while maximizing your equipment's lifetime.

- Calibration
- Cleaning Services
- Exchange
  - Preventive Maintenance
  - Reconditioning
  - Repair
  - Service Kits
  - Service Tools
  - Spare Parts



## Monitoring

Stopping problems before they occur saves time and money. Inspections and audits – or even continuous monitoring – can keep you informed of any performance changes.

- Condition Audit
- Condition Monitoring
- Performance Audit

## Improvements

Performance can be taken to the next level to better match your evolving needs. We can improve your equipment, letting you take advantage of the latest technical developments

- Equipment Upgrades
- Redesign
- Replacement & Retrofit

## Support

Assistance is always on hand. Many issues can be solved directly over the phone, and experienced troubleshooting specialists can be dispatched to your site when needed.

- Exclusive Stock
- Technical Documentation
- Telephone Support
- Training
- Troubleshooting

# Performance Agreements

Secure top performance at a cost you can predict.

Performance Agreements are tailor-made solutions, combining your choice of services from the Alfa Laval 360° Service Portfolio. You can choose different services for different pieces of equipment, and review or change your agreement as needed.

## More than the sum of the parts

Combining services achieves a greater total result. You enjoy top performance and maximum uptime, while knowing your service costs in advance. That brings you true security, as well as a short payback time.



## Performance Agreement secures cost-efficient uptime

### Grandi Navi Veloci, Italy

**Challenge:** An Italian passenger and freight ferry company wanted to ensure uptime, minimize service disruption and extend the life of its centrifugal separators.

**Solution:** A Performance Agreement was signed to give Alfa Laval full responsibility for the preventive maintenance of 49 Alfa Laval separators. All service intervals are included in the agreement, as well as spare parts, training and emergency visits if needed. At regular intervals, Alfa Laval engineers go on board to inspect and fine-tune the separators.

**Benefits:** Separator uptime is maximized and service interruptions are minimized, while the company has a fixed maintenance budget with lower overall costs.





# Global service network

Alfa Laval is always nearby, with service centres and partners in nearly 100 countries and in key marine harbours.

Alfa Laval's global service network is ready to assist you, by phone or on site. Its dedicated service specialists can perform routine maintenance, secure parts, troubleshoot complex issues or evaluate your equipment and make expert recommendations.

You meet local professionals with comprehensive knowledge and expertise, supported by the breadth and depth of Alfa Laval's global knowledge – the result of over 130 years of experience.



## Genuine parts bring maximal uptime

Alfa Laval spare parts are designed for durability, reliability and productivity. Manufactured to precise specifications, Alfa Laval parts have proven performance in our material and test laboratories as well as in process lines and on vessels around the world.



## **Alfa Laval in brief**

Alfa Laval is a leading global provider of specialized products and engineered solutions.

Our equipment, systems and services are dedicated to helping customers to optimize the performance of their processes. Time and time again.

We help our customers to heat, cool, separate and transport products such as oil, water, chemicals, beverages, foodstuffs, starch and pharmaceuticals.

Our worldwide organization works closely with customers in almost 100 countries to help them stay ahead.

## **How to contact Alfa Laval**

Contact details for all countries are continually updated on our website. Please visit [www.alfalaval.com](http://www.alfalaval.com) to access the information.