

ALOnline

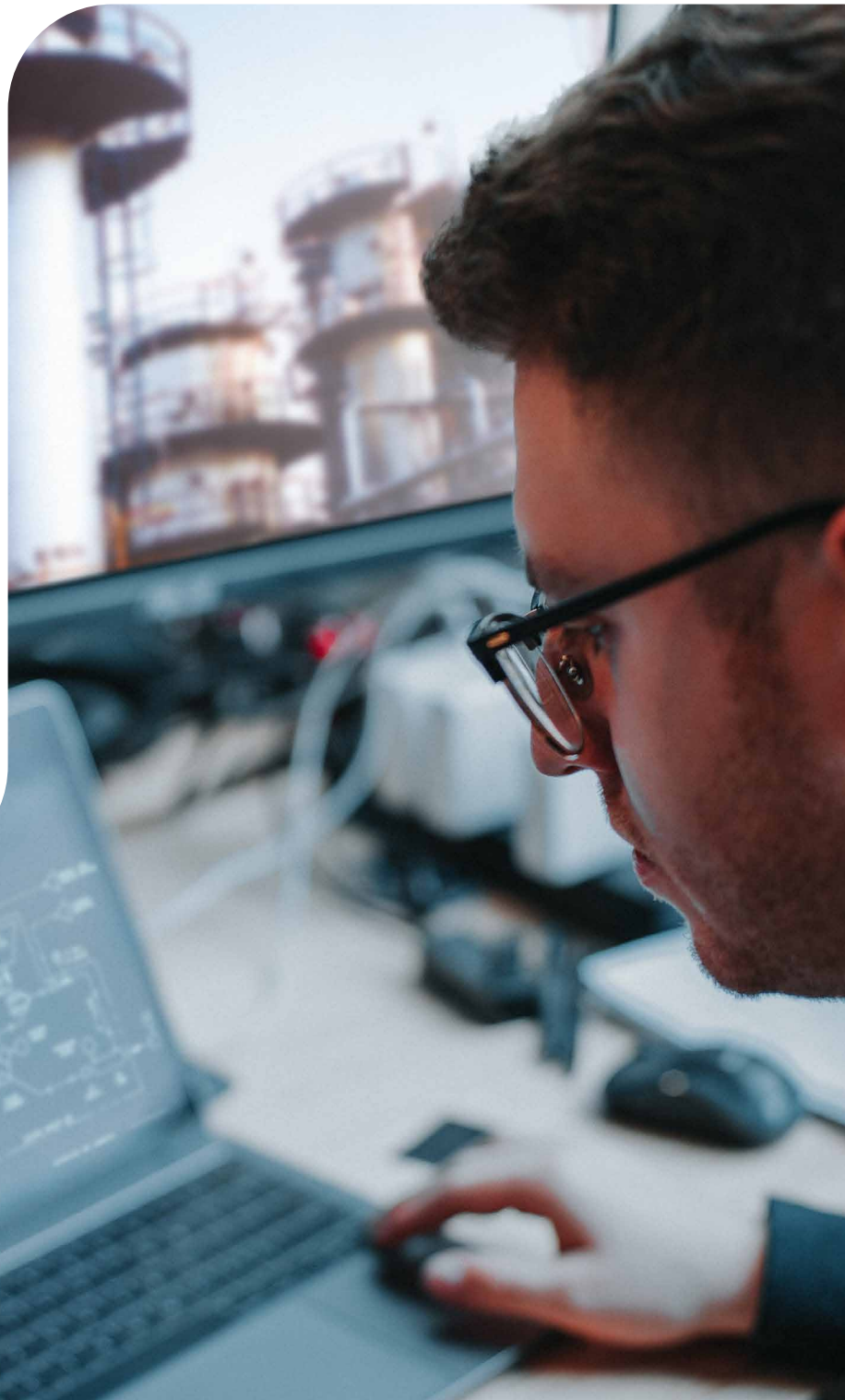
Digital services for Packinox heat exchangers

Alfa Laval's digital services for Packinox heat exchangers give you direct access to expert help from our service technicians to ensure reliable performance over the entire lifetime of your equipment. Our online service offering complements our onsite services, allowing us to assist you the best and the most flexible way possible whenever you need our help.

Alfa Laval's 360° Service Portfolio includes all the services required to ensure high performance, uptime, and operational efficiency throughout the entire lifetime of your Packinox heat exchanger.

Our online services include:

- Packinox Performa
- Remote Assistance
- Talk to an Expert
- Troubleshooting



Packinox Performa – turning data into actions

Performa is a unique software that ensures reliable and optimal operation of your Packinox heat exchanger. It is a standalone software that can be installed either on a virtual server or on your computer.

Performa collects and analyses operating data, and communicates with your control system in real time, offering the following features:

- Calculation of the minimum amount of recycle gas required for efficient lifting of the liquid feed
- Alarms, triggered if the system detects problems with the lifting process or the liquid distribution system
- Performance predictions
- Fouling predictions, facilitating the maintenance planning process
- Monitoring of the mechanical integrity of your Packinox heat exchanger

Performa provides you with all the tools you need to make data-driven decisions, and to maximize the energy efficiency and performance of your Packinox heat exchanger.

Remote Assistance – swift and professional support

In many cases, Remote Assistance can be the quickest and most efficient solution when you need our support. An Alfa Laval Packinox engineer guides your service personnel remotely to resolve the issue at hand. Thanks to our virtual presence, your personnel is not on its own when performing the tasks. This digital service helps you minimize, or completely avoid, downtime without the need for a physical visit.

The Remote Assistance service can be used for on-demand troubleshooting and is also available through a subscription.

Talk to an Expert – knowledge is the key to success

If you wish to expand your knowledge about Packinox, we offer fully customized, remote sessions called Talk to an Expert. Take the opportunity to discuss your questions and main challenges with our experts, and they will guide you to the right answers and the best options.



The sessions can cover anything related to your Packinox heat exchanger. Popular topics include:

- How a Packinox heat exchanger works
- Operating a Packinox
- Cleaning procedures and fouling
- Starting and stopping a Packinox

Troubleshooting – a systematic approach to problem solving

If you encounter a performance challenge or an unexplained phenomenon while operating your Packinox heat exchanger, we are always ready to support you. Our experienced Packinox service engineers can assist you either remotely or at your facility at short notice.

In cooperation with your staff, they perform a thorough root-cause analysis and once the problem has been identified, they present a solution to the situation together with suggestions for further improvements. These recommendations can include changes to further optimize your processes, as well as additional services that you may wish to consider.

Please contact Alfa Laval Packinox for further information. Contact information is available on our website:

www.alfalaval.com/packinox/service



How to contact Alfa Laval

Up-to-date Alfa Laval contact details for all countries are always available on our website at www.alfalaval.com

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