



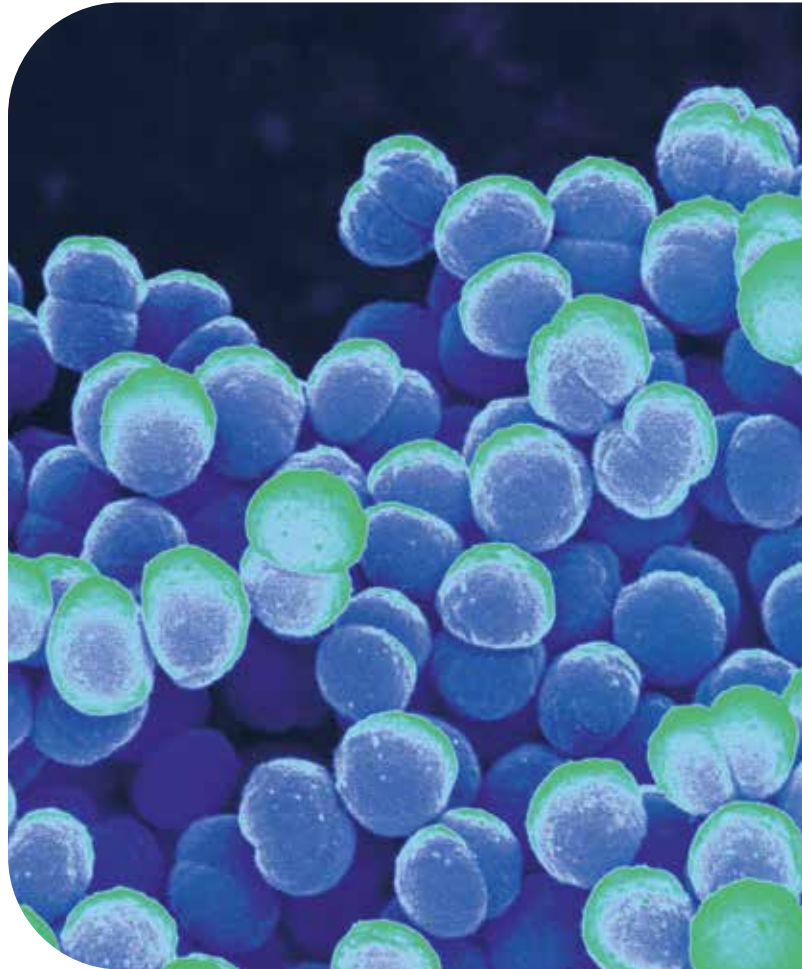
Working closely to safeguard production

Ensuring absolute equipment reliability can be a difficult task for in-house technicians. When the product is an extremely valuable biopharmaceutical medicine, having the continuous support of a dedicated service engineer during production is a worthwhile investment. This kind of arrangement is possible through an Alfa Laval Service Agreement, giving assurance and peace of mind when processing costly material.

A biopharmaceutical in northern China specializes in the production of Programmed Cell Death Protein 1 (PD1), a protein used in medical treatments to regulate the immune response in patients. Using Alfa Laval disc stack centrifuges to harvest the extremely valuable protein, the company wanted complete assurance that the equipment would run without problems, every time.

A premium solution

Deciding that the in-house service competence was not enough to eliminate risk and guarantee flawless operation, the biopharmaceutical firm contacted the Alfa Laval service organization to investigate their options. After discussing the requirements of the company, Alfa Laval set up a service agreement with full on-site assistance at every production occasion. This was a welcome solution for the biopharmaceutical firm, who saw great benefits in the premium arrangement.



The operation assistance solution offered by Alfa Laval entails that an Alfa Laval engineer arrives on-site before every production cycle. The engineer performs an equipment check and provides technical support throughout the production process. The engineer can even take over equipment operation completely, with the aim to increase harvesting through optimized separator performance. This allows the customer to focus on other production factors, which is the goal of every service agreement.

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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