



Quick response and on-site assistance ensured uptime

Oil refinery, USA

Technicians at a refinery in the USA detected a tightness issue in an Alfa Laval Packinox heat exchanger during a turnaround. Alfa Laval sent a supervisor and a welding expert to the site, and within ten days the heat exchanger was repaired and ready for recommissioning. This meant the plant could go back online as originally planned without delay.

24/7 assistance

Alfa Laval Packinox's regional sales manager had just finished eating dinner with his family when his phone rang at 8 PM on a Friday evening in 2018. On the other end of the line was the maintenance manager at a major midwestern refinery calling to request assistance with a tightness issue that had been detected in a Packinox heat exchanger a few hours earlier during a regular maintenance stop.

The sales manager immediately contacted the Alfa Laval Packinox service team. The next morning he could present a proposal for a solution to the customer, which was accepted the same day.

A narrow window of time

The plant was shut down for a turnaround, and all work had to be performed before the plant went online again. Delaying the restart was not an option since every day of extra downtime would be extremely costly. This meant the Alfa Laval service team had just one and a half weeks to get the job done, including damage assessment, repair and testing.

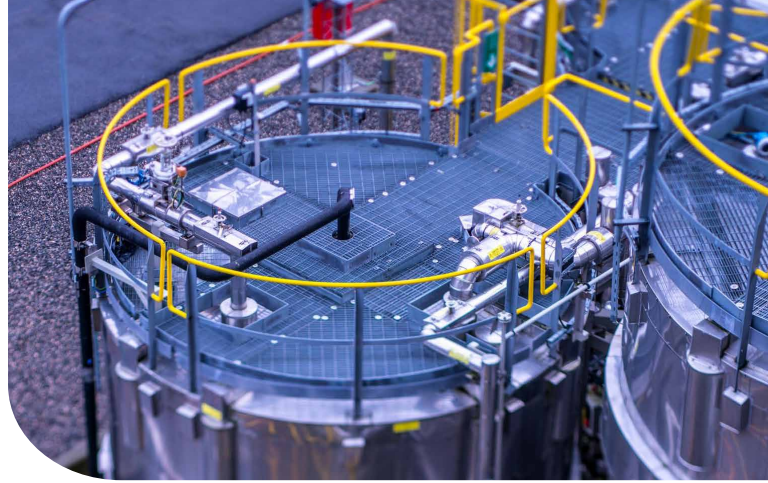
On site within days

A supervisor and a welding expert from the Alfa Laval Packinox factory arrived at the plant a few days after the initial phone call. Meanwhile the local service staff had prepared the heat exchanger for repair by cleaning it and providing access to the plate pack.



Upon arrival the Alfa Laval service team started by localizing and quantifying the problem. A smoke test was performed, and the tightness issue was located to one of the welds at the end of the plate pack.

The incidence was very small and did not impact the production process. Under normal circumstances the heat exchanger would not be repaired, but since the plant was shut down for maintenance, management decided to repair it.



Fully repaired within ten days

Close cooperation between the teams from Alfa Laval and the refinery meant the repair work proceeded as planned. The channel with the problem was plugged and a final tightness test confirmed the issue was solved.

The Alfa Laval Packinox heat exchanger was fully repaired within ten days. There was never any risk of failing to keep the time plan, and the unit was recommissioned as planned.

Satisfied customer

The refinery managers were very satisfied with the quick assistance provided by Alfa Laval and that the Packinox unit could be recommissioned safely without delay.

The customer is a long-term user of Alfa Laval Packinox heat exchangers. The first unit was installed in 1994.

Learn more about Alfa Laval Packinox heat exchangers at: www.alfalaval.com/packinox.

Fast facts

The plant

A refinery in the USA

The challenge

To repair an Alfa Laval Packinox heat exchanger before the refinery's turnaround period ended

The solution

A team of Alfa Laval Packinox specialists was sent to the plant and performed the repair

The benefits

- Quick on-site assistance
- The heat exchanger was fully repaired
- Recommissioning as planned without any extra downtime



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How to contact Alfa Laval

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