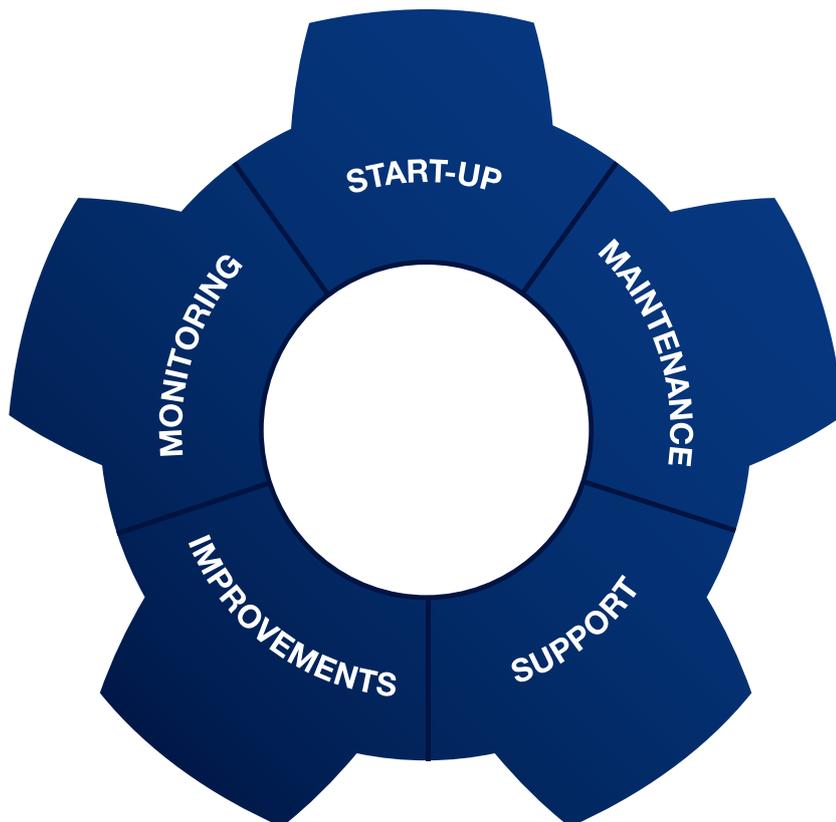
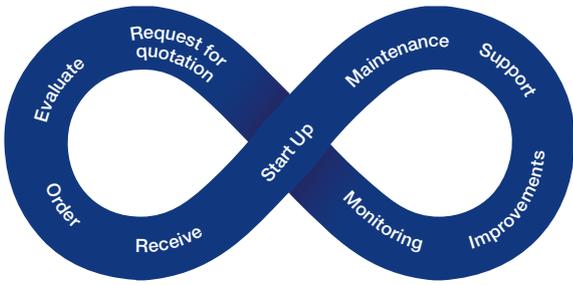




# 360° Service Portfolio

The complete service offering from Alfa Laval





## Our life-cycle approach

Alfa Laval partners with you for the entire life cycle of your equipment – from start-up, through operation, monitoring and maintenance, all the way to reconditioning and eventual redesign. Our goal is to ensure that our equipment continuously gives you optimized process performance.

### Start-up

Our Start-up Services make sure your equipment moves into production as smoothly and safely as possible.

Our staff will ensure that global guidelines and instructions are met and will leave only when your process is optimized.

### Maintenance

Maintenance Services keep down your total operating costs by maintaining the performance level of your equipment.

We provide a full range of services needed to extend the lifetime of your equipment as much as possible.



### Support

Working with Alfa Laval means that you are never alone. Our Support Services are there to ensure that you always have a partner to support you. Some things can be solved over the phone, but other cases need the assistance of our most experienced troubleshooters.



### Improvements

Alfa Laval offers a range of Services that can take your operation to the next level. We help you redesign your equipment to meet your current needs as well as upgrade your equipment to incorporate the latest technological developments.

### Monitoring

If you would like to take action before the unexpected happens, then you should look at our Monitoring Services. We can provide inspections or audits of your equipment as well as continuous monitoring that will ensure action is taken before it's too late.



## Ensure uptime

This oil production customer was experiencing downtime with two Alfa Laval MX25 gasketed plate heat exchangers, affecting both profitability and workplace safety.

Alfa Laval Field Service Engineers quickly identified issues arising from service performed by a local provider.

They were losing valuable process time, paying unnecessary service costs and had trouble scheduling service intervals, according to the Service Product Manager at Alfa Laval.

Alfa Laval corrected the problems and has since helped them minimize service costs as well as increase process uptime.

Once again, the customer's MX25s are operating reliably.



## Guarantee availability



Recently a large food processor partnered with Alfa Laval for the maintenance and service of two decaners and one high-speed separator – key elements in their protein production line.

For the first decanter, the customer decided one major and four intermediate services per year, plus a spare rotor assembly, would be required to maintain uptime. Whereas, one major and two intermediate services per year, plus a yearly review, would suffice for the second decanter and high-speed separator.

This five-year preventive schedule was included in a Performance Agreement, ensuring field service engineers and spare parts are available and in place when maintenance is performed.

Thanks to this Alfa Laval Performance Agreement, the customer is able to calculate the total cost of ownership for these components. Moreover, costly downtime for the entire process can be avoided.

# Performance Agreements

Alfa Laval Performance Agreements are individually tailored service agreements that can include any of the services in our extensive 360° Service Portfolio. They maximize return on investment and are based on a fixed yearly service cost, making budget work easy.



## Optimize processes

A corn wet milling plant in the United States has been in operation for over a hundred years.

Approximately 50% of the starch from the wet mill is converted to ethanol and 50% is converted to modified starches.

The plant was using several same line high speed separators in their production. After a presentation from Alfa Laval, the customer realized that they could improve their capacity if they



Merco CH-38T

installed an Equipment Upgrade for their Merco CH-38T. The goal was to increase the gluten meal yield by cleaning up the process water (overflows) from the gluten thickener centrifuge.

Already after a few months in operation the customer could see the improvement, and the end result of the upgraded

machine was an increase in the yield of 2%, which is close to a 2 million USD increase in revenue per year.

The payback time for the Equipment Upgrade was around seven months.

# 360° Service Portfolio

**Alfa Laval's 360° Service Portfolio includes all the services you need to ensure high performance, uptime and operating efficiency throughout the entire lifecycle of your Alfa Laval equipment.**

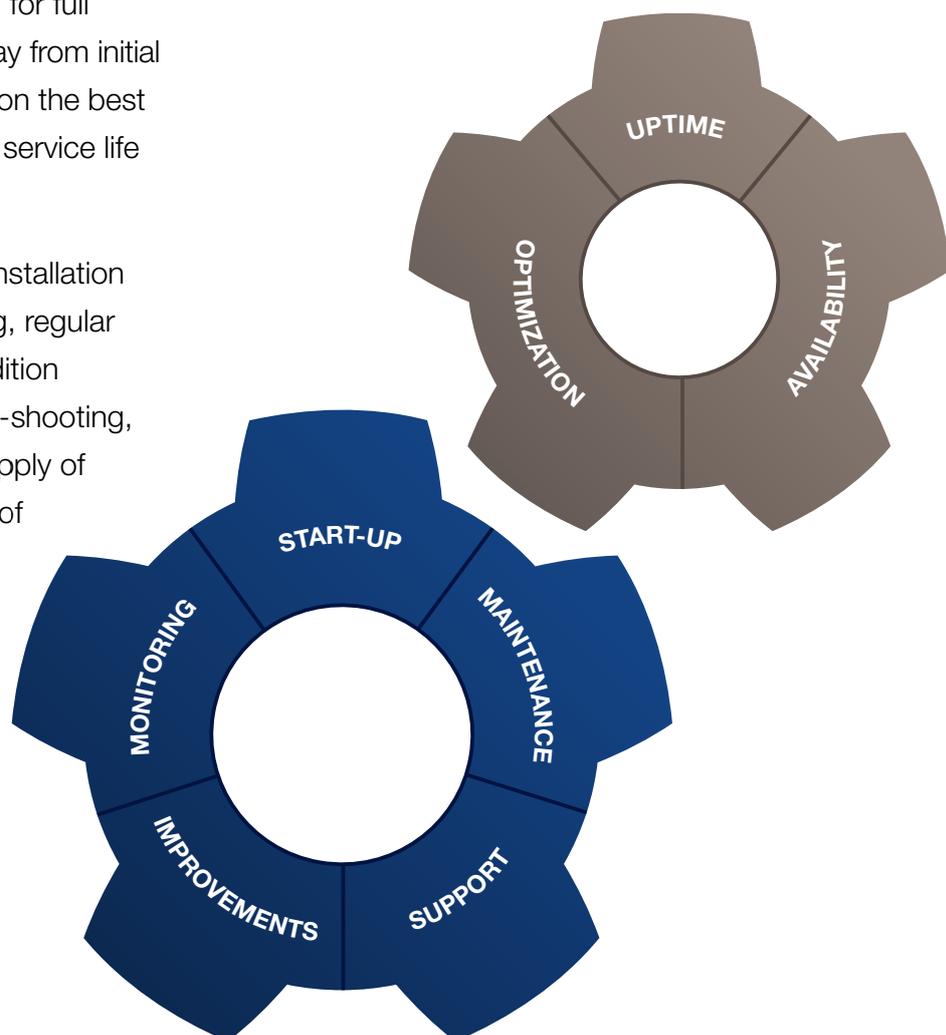
As well as supplying genuine spare parts and regular maintenance, we offer services that improve your equipment over time as technology and your operations develop. You can trust Alfa Laval for full support – all the way from initial planning to advice on the best replacement when service life comes to an end.

We can help with installation and commissioning, regular maintenance, condition monitoring, trouble-shooting, and emergency supply of spare parts. Many of

our services enhance your operations. These include training, equipment upgrades, and services where our process specialists advise you on plant or equipment optimization.

You achieve the highest reliability and return on investment by using genuine Alfa Laval spare parts. Our efficient logistics chain makes sure you get the parts you need on time.

During our 125 years of business we have built a global service network with a strong local focus. We have service personnel in close to 100 countries, ready to assist you in your local language. You can trust us with the most complex problems and rest assured you will get the best solution.



## **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.