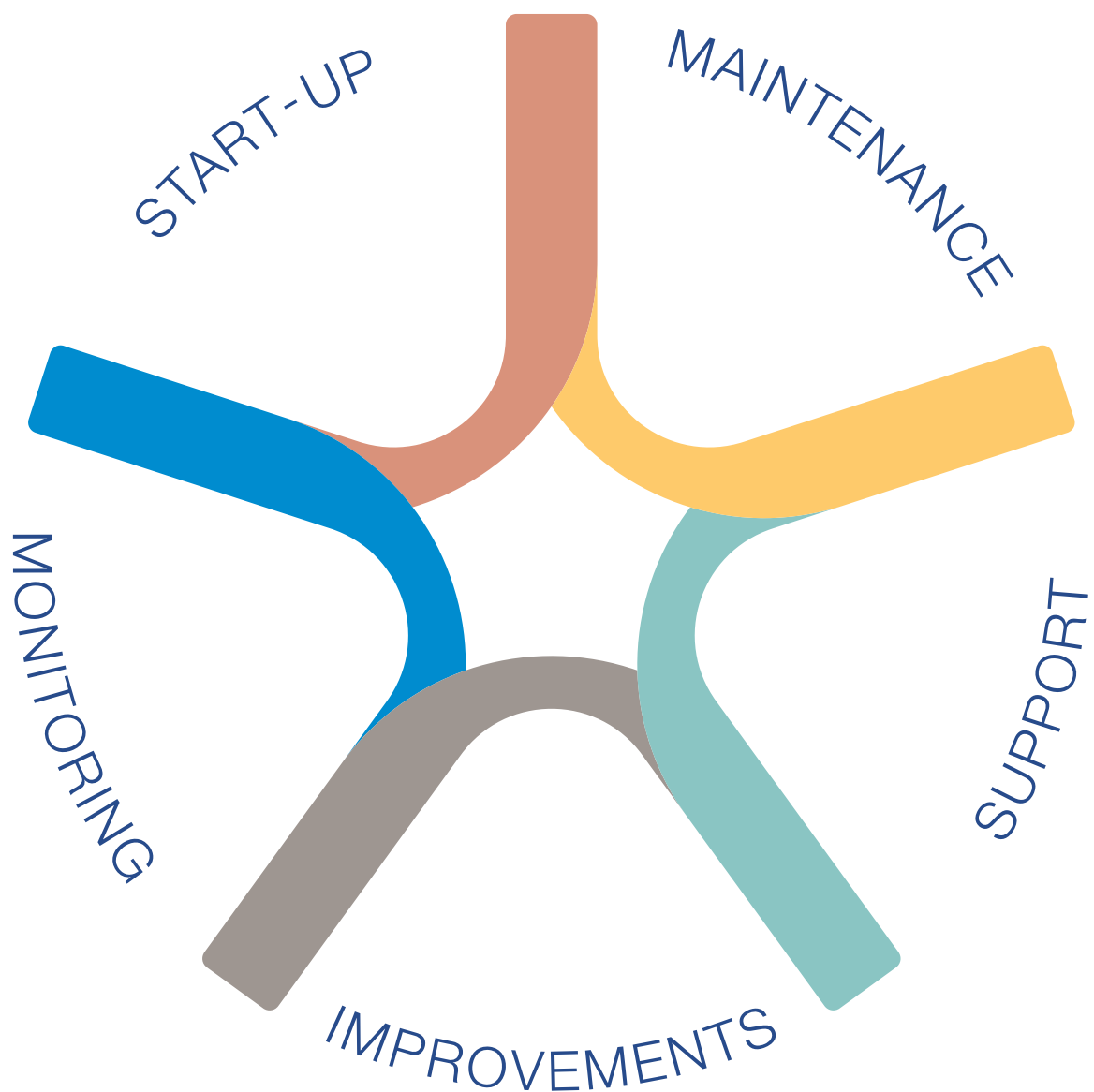




Extending performance

Alfa Laval Service Network and 360° Service Portfolio in India



Our presence in India



Scan the QR code and fill up the online form

Alfa Laval India Private Limited

Email : india.info@alfalaval.com

Website: www.alfalaval.in

“We strive to excel in customer experience...”

Greetings from Alfa Laval India Private Limited!

We strive to excel in every part of our customer touch-points and aim for improved customer experience by identifying areas of improvement and continually working on them.



We are advancing better by improving timely spare parts delivery commitment, professional field service execution, superior equipment service at our Service Centers and optimizing supply chain. To ensure prompt delivery of our service we provide service cars equipped with tools and state of art facilities at our Service Centers.

We aim at optimizing the performance of our customers' processes time and time again.

Ramdas Salunke

Vice President, Marine & Service
Alfa Laval India Private Limited

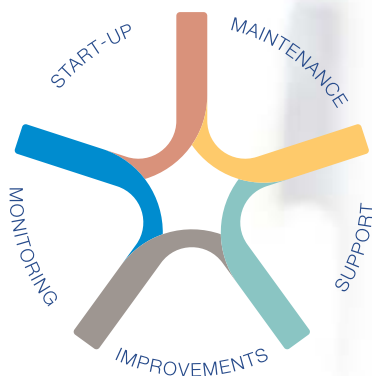
Extending performance

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

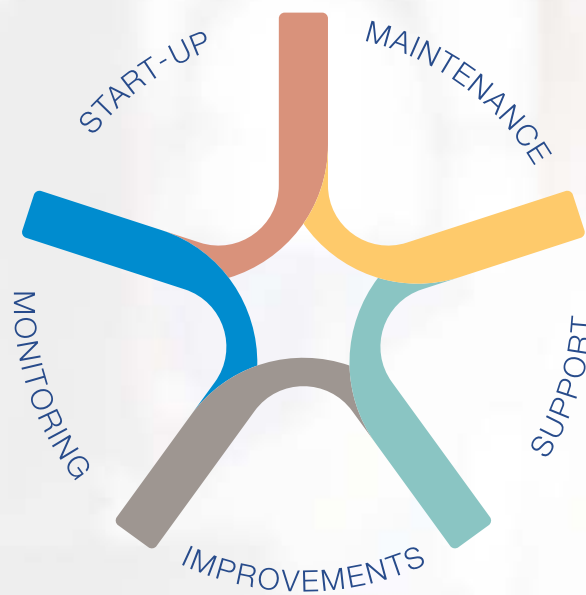
Proper service, performed at the right time, saves you money and prevents unplanned interruptions.

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.

Mr D.P. Mishra

Vice President, Rajasthan Liquors

Grain based distillery

Alfa Laval decanters were very efficient and economical. Service has been supportive. Service engineers have been visiting as per our requirement when we call them. Our conveyors are refurbished in Alfa Laval service centre in a regular cycle

For smooth operations and peace of mind, we have also signed a Performance Agreement with Alfa Laval. The result? Our production increased 5% in a year and is excellent in environmental positioning.



Mr Arvind Kumar Sharma

Senior Vice President, NV Group

Beverage producer

We have been using Alfa Laval decanters in all of our factories across India for the past six years. We have access to maximum spare parts from Alfa Laval and the Alfa Laval genuine spare parts are excellent. We are looking forward to strengthening relationship through maintenance contract with Alfa Laval.

Alfa Laval is a very good supplier, with excellent equipment and service personnel.



Service offerings for plant projects and systems

Plant reliability contract

Alfa Laval has competence in maintaining process plants through supply of various projects in the applications of edible oil, brewery, fruit and beverage processing, fish and meat processing, starch and distilleries, etc. We offer predictive maintenance technique using specially designed tools to assess health of Alfa Laval equipment. This involves assessment and careful analysis of process parameters, and actions on the preventive measures to avoid breakdown situation.

We also provide customer support services to plants having installations of Alfa Laval high speed separators, decanters, heat exchangers, aseptic steriliser and aseptic fillers, hygienic valves, centrifugal and rotary lobe pumps and offer services for process.



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

Start-up

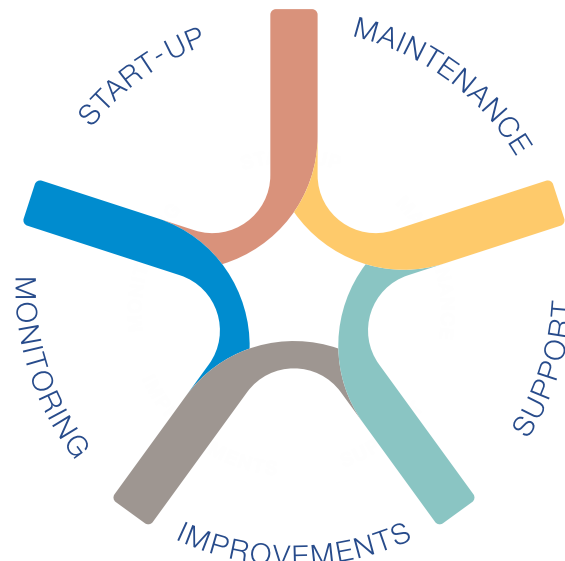
We bring your equipment into operation, smoothly and safely, while respecting global guidelines. We ensure your equipment delivers as it is meant to.

- 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



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.



Alfa Laval Performance Agreement and genuine spare parts boost uptime

Fish meal & oil products producer, Kota

Challenge: Janatha is a global provider of fish oil and products based on fish oil derivatives. The plant processes 900 tons of raw fish per day. Unfortunately, the company decided to use locally sourced, non-OEM spare parts for their critical highspeed separators and decanters. The fast delivery times were the initial appeal, but as vital equipment began to fail, the time-savings were replaced with downtime.

Solution: After major repairs, this time using genuine Alfa Laval Spare parts, Janatha was up and running again. Alfa Laval Service partners then prepared and presented a Performance Agreement to Janatha, ensuring the smooth and timely maintenance of their entire plant going forward. They also recommended comprehensive services to optimize and extend the performance of their highspeed separators and decanters.

Benefits: Despite appearances, non-genuine spare parts are not worth their price. In fact, the increased risk of needing emergency repair services, and process downtime, negates all the savings they offer. Conversely, Performance Agreements, including Proactive

maintenance and genuine spare parts, can cut overall maintenance costs by 65% (estimated) and significantly reduce “unscheduled” breaks in vital processes. The choice is clear.



Global service network

Alfa Laval is always nearby, with service centres, field service network and service 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.



Your Alfa Laval Service Capabilities in India



Capabilities to meet your needs

When the time comes to extend the lifetime of your equipment, Alfa Laval service network is equipped to meet your needs in operational reliability and long lasting performance. We also use continuous improvement tools and methods in our service network to improve quality and productivity as well as to reduce environmental footprint.

Ready to assist

Alfa Laval service engineers are ready to assist you by phone or on-site, by performing routine maintenance, securing parts, troubleshooting complex issues or evaluating your equipment and making expert recommendations. Each service engineer receives forty hours of competence development annually, making sure they have the right skills to deliver the quality support to our customers.

Using the right tools

Alfa Laval service network is equipped with reliable, high quality machinery and special tools designed for our products.

Dedicated to sustainability

Wherever Alfa Laval operates, we take our environmental responsibility seriously. We observe strict health, safety and environment guidelines.

Strategically located near you

Your nearest Alfa Laval service centre is never far away. Strategic location close to your operation means prompt response and easy access to parts and service expertise.

Alfa Laval India wishes to partner with its privilege customers on an array of Service Offerings like

- Performance Agreement
 - Comprehensive Service Agreement
 - Annual Maintenance Contract (AMC)
 - Service on Wheels*
- (*mobile Van on call where applicable)

Comprehensive Agreement

Regular Maintenance, parts wear out and unscheduled breakdown are challenges you face in running the business. To partner with you in your problem solution Alfa Laval takes complete ownership of your equipment in Maintenance, Genuine spare parts and uninterrupted performance. We offer unique Service support agreement which ensures equipment maintenance within your budget and avoid uncertainties.

Annual Maintenance Contract

A commitment to support you with a fixed annual Service charges for conducting timely service of your equipment and ensure its smooth operation.

You get:

- Scheduled Service Engineer visits through the year
- Equipment Assessment and Audit
- Training & Competence Development of your operators

Service on Wheels

Alfa Laval brings to you a fully equipped Service Van providing complete service portfolio at your doorstep

- Pro-active support during the critical seasonal business,
- Trained service engineers with all essential tools and spares available on call
- GPS enabled Service Van, equipped with computer with software and printer to issue service quotes /order acknowledgements /invoices from the van itself.

The Service Van shall ply

- in Krishnagiri & Chittoor during Mango processing season March – June
- Mangalore and Udipi during Fish processing season July – October
- Godhavari, Ellure, Nellore and Kakinada during Palm oil Season November-February

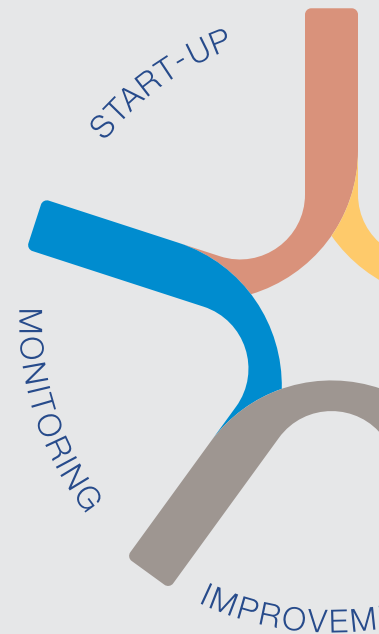
Performance Agreement

We now bring to you our customised Performance Agreement to help secure uptime optimisation and availability of spare and service support.

With Performance Agreement, our experts:

- Discuss with you expected results, based on your goals and needs
- Define tailored scope of services
- Carry-out services on schedule, as planned, with continuous follow-up
- Hold yearly review and improvement meetings to identify new opportunities and secure continuous improvements








Services for maximum reliability

Restoring the performance of your equipment is crucial to ensure utmost reliability. That is the task of our committed team of experts. With our vast experience comes the knowledge to fully evaluate your equipment conditions and recommend what actions to take. Our well-trained technicians are at your service.



		SERVICE NETWORK			
		Thane	Vizag	Kundli	Field Service
Decaners	<p>Diagnostic and professional troubleshooting:</p> <ul style="list-style-type: none"> • Repair of critical parts within repairable limit • Conveyor Flight set rebuild, • Tile replacement / hard surface coating • Conveyor repair & balancing • Gear box overhaul • Bowl balancing • Bowl parts repair & assembly • Electric motor overhaul • Control panel repair • Frame repair • Testing & field balancing • Final Inspection report 	✓			✓

SERVICE NETWORK

		Thane	Vizag	Kundli	Field Service
Gasketed plate heat exchangers 	Reconditioning services <ul style="list-style-type: none"> • Standard service package • Plate pack inspection • Gasket removal • Plate cleaning • Gasket replacement • Report & recommendation • Leakage test 	Optional services: <ul style="list-style-type: none"> • Fast track – Minimum turnaround time in Alfa Laval Service Center. • Frame service – restoration of frame components • 100% crack test – final NDT (non-destructive testing) of each plate • Plate replacement – defective plates are replaced with new 	✓	✓	✓
Welded plate-and-block heat exchangers 	Diagnostic and professional troubleshooting: <ul style="list-style-type: none"> • Assessment of components • Audit report • Proposal for repair • Weld repair of plate pack • Assembling of Compobloc • Pressure testing • Inspection report 	✓			
Separators 	Diagnostic and professional troubleshooting: <ul style="list-style-type: none"> • Repair of critical parts within repairable limit • Bowl parts repair & assembly • Bowl balancing • Assembly of Separator 	<ul style="list-style-type: none"> • Electric motor overhaul • Control panel repair • Separator module repair/upgrade • Separator upgrade • Final Inspection report 	✓ All sizes	✓ Up to 10 size bowl	✓ Up to 10 size bowl

Service Engineers...

...are knowledge partners

Koteshwar Rao, Alfa Laval Service Engineer shares his experience on creating outstanding customer experience

Alfa Laval Field Service engineers are equipped with IT tools to know the complete history of the equipment to prepare in advance the actions to carry out the maintenance activity promptly and systematically.



Koteshwar Rao

Koteshwar says "An engineer assesses the condition of equipment before dismantling it with specialised tools. Alfa Laval engineers are equipped with safety kit having lock out, tagout, work permit, job card and trained on safety procedures"

Alfa Laval Engineers add value

- Trains the operator, recommends right solutions, identifies the erroneous practices.
- Takes up a corrective course of action and highlights the safety concerns that exist at the customer's place.
- Educates the operators about information on equipment condition, operating instructions, next service schedules, process operating parameter changes better performance of the equipment.

Alfa Laval service team provides support for telephone on trouble shooting and problem resolution. The Service engineers are well informed on the equipment reports and history and this helps them to support the customers in operation, process optimisation and problem rectifications.

Sanika Kulkarni, Customer Sales Support Officer striving towards customer delight

Customer Sales Support is a key function to serve customer better by having dedicated person to solve customer issues.



Sanika Kulkarni

It is an interface between customers, distributors, external sales and the order management group.

Sanika says "We receive enquiries from the customer, our target is to send the quote to customer within 24 hours. We evaluate customer's requirement and recommend spares with customized offer to make it easy for the customers to take decision."

Superior Customer Experience

– 4 essentials for building trust

Reliable

Living up to our promises

Convenient

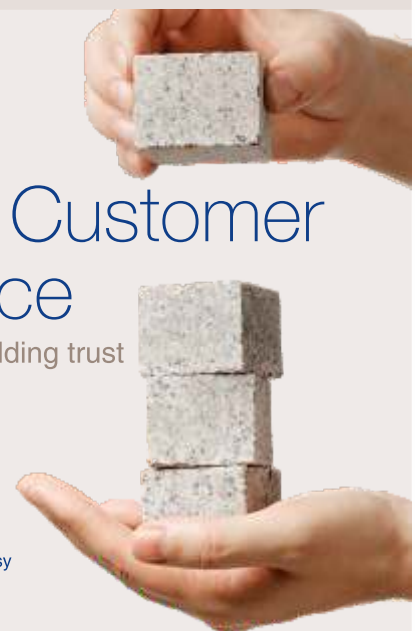
Making our customers' lives easy

Relevant

Ensuring personalized and meaningful offerings

Responsive

Listening and responding quickly



Sales is where...

...we create value for you

Sagar Sharma, Service Sales Manager adding value to Food & Water Industry

Availability of Soya and cotton seeds is crucial for edible oil production. Hence customers are expected to extract highest yield from the



Sagar Sharma

available seeds. The effect of using low cost non-genuine spare parts reduces production efficiency leading to oil and profits losses.

Sagar is of the view as responsible Original Equipment Manufacturer that we must provide best solution at the competitive price.

He says "We are enhancing capacities of customers' old SRG 509 machines to SRG 610 machine, providing them new machines (YO) which consumes less water with maximum outputs without stoppages.

We are educating decision makers of plants on how to reduce operational cost and reduce refinery losses by using genuine Alfa Laval Parts. I am glad we have won back many Edible Oil customers who are happy that they have reduced their Oil losses."

By providing solutions adapted to customer requirement and good service response time Alfa Laval are preferred choice of our customers.

Hitesh Kumar, Product & Application Manager Separation, Service bringing exclusivity to service offering

Alfa Laval is offering Decanter Connectivity and Condition Alert for High Speed Separator customers.



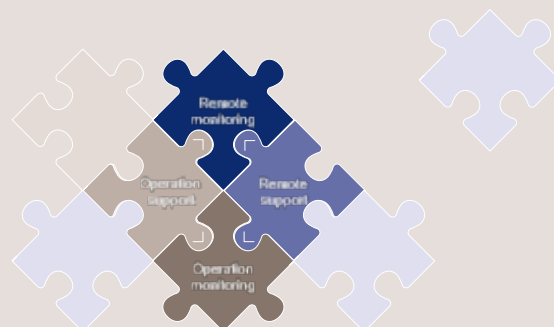
Hitesh Kumar

Hitesh says "At Alfa Laval our top priority is ensuring that customer gets outstanding and reliable performance from our equipment throughout its long lifetime. As part of our Performance Agreement, we have included condition monitoring services which provide highly valuable insight to help customers, optimize maintenance and increase uptime."

Decanter connectivity



Current product offer



Sustainable Goals



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

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