



## Tomato processor discovers leaky heat exchanger one week prior to start of season



Two other service providers could not identify the problem

**Plate heat exchangers can be a major investment. It makes good sense to safeguard your investment by taking proper care of your equipment throughout its service lifetime.**

Having the right service partner can mean all the difference during critical production. For the tomato processor, they had one service provider replace gaskets on a heat exchanger, add additional plates and tighten the plate pack. When the unit continued to leak and they were unable to diagnose the problem over the phone, they called a second service provider who did not know how to fix the problem.

The third call was to Alfa Laval who was on site two hours later. The service technician used a “deformation measurement tool” to show the customer they had flattened boundary gasket grooves. He removed three random plates for inspection and discovered gasket compression loss due to deformation was outside of the allowed >20% tolerances. Deformation along the perimeter of the plate was too much to allow measurement.

The plates were taken out of service and a replacement plate pack was ordered. The tomato processor had to move production to another plant and had to shut down for 10 weeks due to improper service. They gained a service provider who could quickly and accurately get to the root cause of the heat exchanger leak.

Alfa Laval services all brands of heat exchangers and has extensive knowledge of heat transfer technology across all industries. This customer benefited from that expertise and asked Alfa Laval to recondition another heat exchanger at the plant.

## Fast facts

### The customer

An American food production distribution company headquartered in California. This particular plant processes 40,000 tons of tomatoes a week.

### The challenge

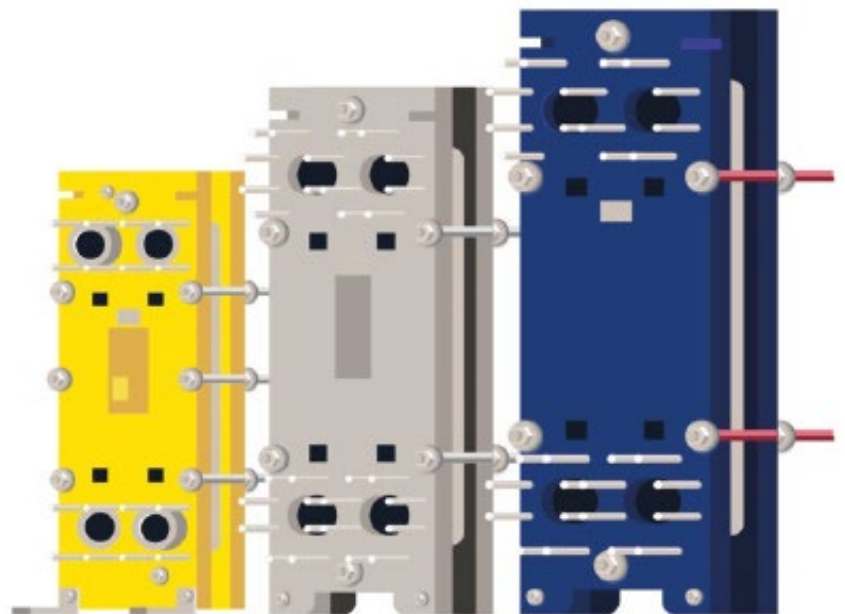
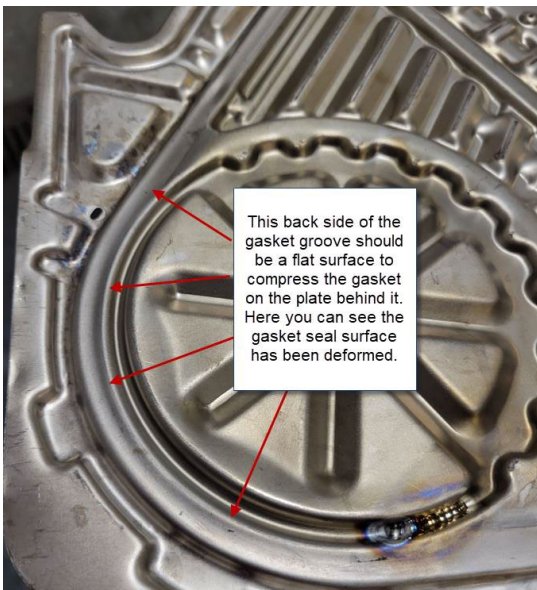
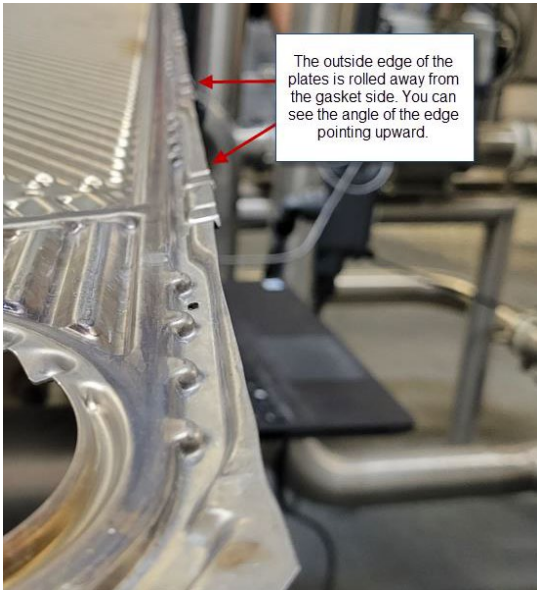
When two other service companies could not identify why a heat exchanger was leaking, the customer called Alfa Laval. The Alfa Laval service technician opened the heat exchanger and discovered additional plates were added to the heat exchanger and the plate pack was tightened which deformed the plates. In addition, new gaskets were installed on plates that were failing.

### The solution

After using the deformation tool to show the customer the failed plates and gaskets, the customer ordered a new plate pack.

### Benefits

Alfa Laval has been a leader in heat exchange technology since 1933. The customer was impressed with Alfa Laval's troubleshooting expertise and responsiveness. In the end, the customer benefited from this knowledge and ability to service all brands of heat exchangers. Regularly serviced heat exchangers will increase energy savings and reduce downtime.



How to contact Alfa Laval

[www.alfalaval.us/service](http://www.alfalaval.us/service)