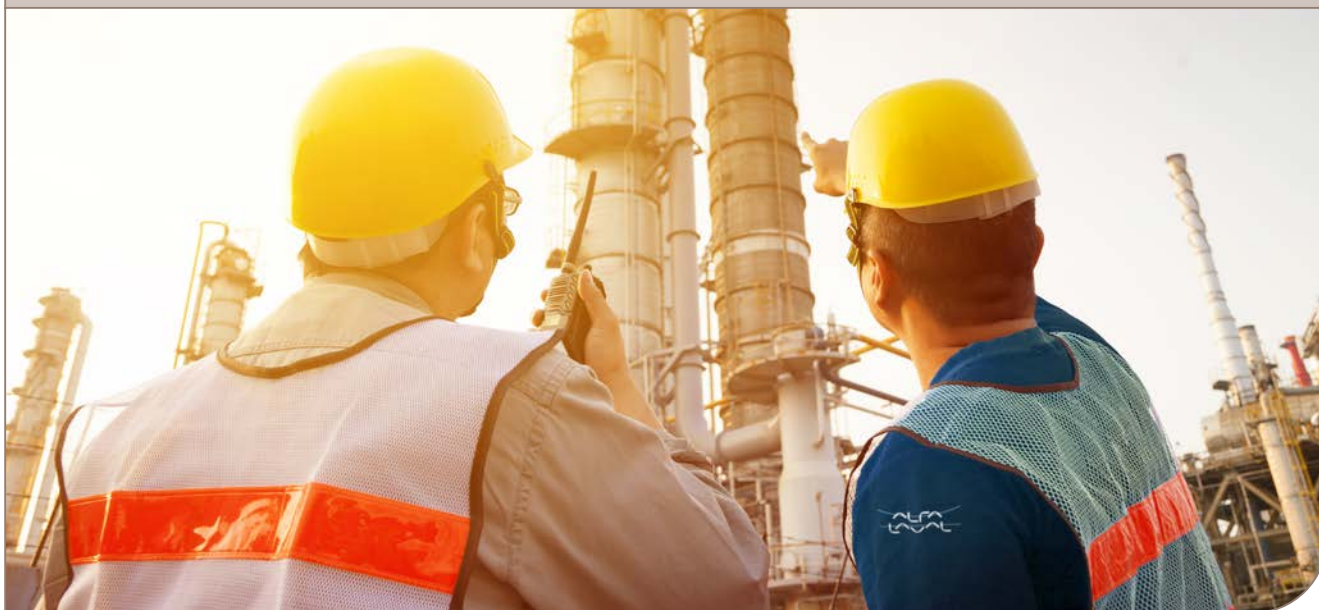




## Building trust by maximizing plant uptime while minimizing costs

Major petrochemical company, Saudi Arabia

Case story



A major Saudi Arabia-based petrochemical company asked Alfa Laval to optimize its large heat exchangers used for cooling. Using the Alfa Laval 360° Service Portfolio resulted in more uptime, higher productivity and reduced maintenance costs. The company then placed its trust in Alfa Laval to optimize critical processes throughout the plant.

### Non-stop performance

Shortly after the plant was commissioned, Alfa Laval recommended that the company consider condition-based cleaning for 45 of its large Alfa Laval plate heat exchangers used for cooling. By conducting a Performance Audit, Alfa Laval engineers determined the optimal Cleaning-in-Place schedule and predicted the time for gasket replacement based on the actual operating conditions of the heat exchangers. The plate heat exchangers have been in operation for years and will not need to be opened until reconditioning is required.

“Being proactive is always in the customer’s best interest,” says Mr. Abubakar Naeem, Alfa Laval Regional Business Manager, Saudi Arabia. “A comprehensive, long-term maintenance plan goes a long way in preventing failures and catching them before they occur.”

By maximizing cooling uptime and minimizing maintenance costs, Alfa Laval gained the petrochemicals company’s trust.

### Increasing olefin process uptime by 85%

When faced with challenges at their olefin plant, the company once again turned to Alfa Laval. The challenge: to boost productivity and cut downtime due to quarterly cleaning of large Alfa Laval plate heat exchangers in order to maintain quality of sticky, viscous olefins.

To meet the challenge, Alfa Laval developed a customized Cleaning-in-Place procedure. This cut maintenance time from 14 days to just two, boosting uptime and extending the service life of both the gaskets and the plates. The result: Alfa Laval Cleaning Services increased revenues since every day of production has a value worth millions of dollars.

### No loss of ethylene glycol

Faced with yet another challenge, the petrochemical company asked Alfa Laval to ensure trouble-free performance of its Alfa Laval plate heat exchangers in its ethylene glycol plant. Ethylene glycol is the product that delivers the highest margins for the company. Therefore unplanned shutdowns or subpar performance is unacceptable.

Every third year, the petrochemical company shuts its ethylene glycol plant for a planned turnaround. Based on a Condition Audit of all plate heat exchangers, Alfa Laval recommended a comprehensive maintenance plan to ensure that the units are properly serviced and guarantee optimal performance for three years until the next planned turnaround.

*“We consider Alfa Laval a trusted partner, not just a service provider. We rely on their expertise to help us optimize our processes and raise plant productivity.”*

Representative of a world-leading Saudi Arabia petrochemicals company

**The results?** No unplanned production stops and no loss of ethylene glycol due to heat exchanger downtime. In addition, the company benefited from having fixed maintenance costs. Heat exchanger uptime contributes to plant productivity and profitability.

**Trust pays off**

By signing a long-term Alfa Laval Performance Agreement for gasketed plate heat exchangers, the petrochemical company has been able to secure plant uptime, generate significant cost savings, consistently deliver high end-product quality and boost its bottom line.

The petrochemical company acknowledges Alfa Laval earned its complete trust not only by demonstrating process expertise, but also measurable results from its Alfa Laval Performance Agreement. The agreement includes a range of services for its Alfa Laval gasketed plate heat exchangers based on the Alfa Laval 360° Service Portfolio. Services range from the Alfa Laval Performance Audit, Cleaning-in-Place and Spare Parts to Reconditioning and Redesign.

According to the company, Alfa Laval service engineers have proven that their expertise and knowledge about petrochemicals processes deliver real savings, uptime and higher productivity. In short, the company believes that placing trust in Alfa Laval as a reliable service provider and dependable partner pays off.

**Fast facts**



Mr. Abubakar Naeem, Alfa Laval Regional Business Manager, Saudi Arabia.

**The customer**

A major petrochemical company in Saudi Arabia and one of the world's largest ethylene producers uses large Alfa Laval gasketed heat exchangers – about 70 in all – in critical heat transfer duties throughout the plant.

**The challenge**

- Maximize uptime and minimize maintenance costs
- Ensure the right maintenance actions are taken at the right time
- Prolong the service intervals without risking any downtime

**The solution**

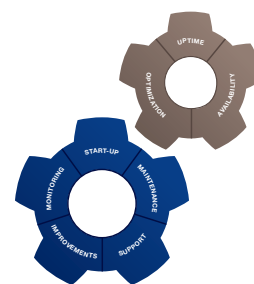
To ensure plant uptime and reliability, Alfa Laval developed and implemented a long-term heat exchanger maintenance plan for the petrochemical plant based on the Alfa Laval 360° Service Portfolio.

**The benefits**

- Secured maximum uptime
- Reliable production capacity and performance
- Reduced maintenance costs
- Peace of mind

**Extending performance with the Alfa Laval 360° Service Portfolio**

Our extensive Service Portfolio offers all the services you need to ensure top performance, maximum uptime and operating efficiency from your Alfa Laval equipment throughout its life cycle. Our committed team's expertise and the availability of parts bring you peace of mind.



**How to contact Alfa Laval**

Contact details for all countries are continually updated on our web site. Please visit [www.alfalaval.com](http://www.alfalaval.com) to access the information direct.