



Smart maintenance planning for proactive uptime

Alfa Laval Service Agreements for oil & gas customer, Arabian Peninsula



Alfa Laval works closely with an Arabian customer who produces oil and natural gas through a series of giant offshore platforms. The customer's operation is complex and includes processing, storing and exporting extracted hydrocarbons. Securing high uptime is therefore critical, but that complexity and the remote location of their facilities also create challenges for routine equipment maintenance.

The customer therefore approaches service with a philosophy based on long-term planning with a limited number of suppliers. By signing a fully-tailored Service Agreement with Alfa Laval, they have been able to ensure reliable uptime and premium performance from heat exchangers used in critical positions.

Modern technology for a modern operation

The customer's business stretches back several decades. It has developed over time as the region itself has been transformed from a once simple fishing community to a modern, multi-faceted urban area with an economy centred around the hydrocarbon industry.

Throughout the 1960s and 1970s, the customer built a series of giant "super complexes" in the sea for both the collection and treatment of oil and gas. Today, these platforms have become virtual man-made islands in the gulf, comprising modern plants and facilities equipped with the very latest technologies.

Around the year 2000, the customer initiated a revamp program for one of their oldest platforms in order to boost capacity. To accomplish this, they made the decision to replace a number of older, bulky shell-and-tube heat exchangers with Alfa Laval Compabloc[®] bloc-type models.

Thanks to the much higher thermal efficiency of the welded plate heat exchanger technology, along with its more compact size, the customer was able to substantially increase production within a smaller footprint. Quickly seeing the potential that Compabloc offered, they invested in additional units in order to further expand the capacity of their entire operation. Today, Compablocs are installed in a variety of demanding positions on nearly all of the customer's platforms.

Unplanned downtime is not an option

One important aspect of the customer's production is the removal of hydrogen sulphide (H₂S) and moisture from extracted natural gas before the gas is transferred for further processing. If not properly addressed, H₂S and water in the gas can result in clogging, corrosion and subsequent failure in the subsea pipelines that are essential to their operation. In addition to a stop in production, this can lead to extensive repair needs as well as creating a serious environmental hazard that results in lawsuits. The overall financial impact could add up to billions of dollars.

Specialized service from experienced experts

Early on, the customer relied on third-party service of their Compabloc units, under a contract that also included other thermal equipment such as shell-and-tube heat exchangers, heaters and radiators. With a growing number of installed units, however, the customer began to see the advantages of working with a specialist in the technology rather than a general maintenance provider. As the original developer of bloc-type heat exchangers, with over 30,000 installations worldwide and a truly global service network, nobody has more experience with the maintenance of Compablocs than Alfa Laval.

The customer opted for a three-year initial contract, with an optional one-year extension. They received a dedicated Service Agreement manager to advise on optimal maintenance planning, including scheduling of routine services and identifying critical spare parts to avoid potential lead time issues. Alfa Laval's local service organization takes care of the customer's Compabloc heat exchangers with a comprehensive offering that includes options such as condition and performance audits, repairs, spare parts supply and ALOnsite.



Thanks to smarter, proactive maintenance planning, the Service Agreement has ensured the best possible performance for the customer's equipment. As a result, they have increased their confidence in Alfa Laval, investing in additional equipment during the years of the first agreement, and signing a longer contract upon its conclusion. The new five-year Service Agreement features an expanded scope that includes other brands, highlighting the trust that the customer has placed in Alfa Laval's experienced service organization.

Results

- Increased equipment availability with no unplanned shutdowns
- Timely execution during planned shutdowns for higher uptime
- Better maintenance cost control with long-term commitment to protect against price fluctuations

Service that keeps you growing

Alfa Laval offers the market's widest portfolio of welded heat exchangers. We also offer an unmatched range of services, with support for everything from installation to routine maintenance and even tough process challenges. Our local technicians can be onsite with the experience you need – no matter where in the world you are.

Learn more about service for Compabloc at www.alfalaval.com/compabloc/service.

How to contact Alfa Laval

Up-to-date Alfa Laval contact details for all countries are always available on our website at www.alfalaval.com

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