



## Dependable experts for the toughest questions

### Troubleshooting for Alfa Laval spiral heat exchangers



With experience in thermal transfer technology dating back to the 1930s, Alfa Laval has invested years into developing and continuously optimizing the design of our spiral heat exchangers. As a result, nobody understands this technology better than we do. And that is why we can offer you access to leading process experts capable of solving any issue.

If you ever encounter a performance challenge or unexplained phenomenon while operating your spiral heat exchanger, we can connect you with one of our trained and experienced troubleshooters. Following thorough analysis, your troubleshooter will suggest a course of action to resolve the issue and even offer suggestions for further process improvements.

#### Benefits

With the benefit of both personal experience and access to Alfa Laval's decades of thermal expertise, your troubleshooter will help you to:

- Maximize uptime by identifying issues that may cause unplanned shutdowns
- Increase production through process optimization
- Improve safety by preventing hazardous situations
- Reduce maintenance costs through an audit of processes

Spirals



## Scope

Alfa Laval troubleshooters are on call 24 hours per day, 365 days a year. Upon encountering an issue and contacting your local sales representative, you will be connected to a troubleshooter who can assist you either remotely or at your facility. If an onsite visit is required, we will dispatch the troubleshooter as soon as possible, with reference to the urgency of your specific case.

Troubleshooters examine your unit, work with you to identify a solution and make recommendations for corrective actions you can take in the future. These recommendations can include changes to further optimize your processes as well as additional services that you may wish to consider.

Your troubleshooter can also act as a spider in the web that is Alfa Laval's global organization. Depending on next-steps required for your inquiry, they can put you in touch with application and materials experts who can further assist you.

## When is this service right for me?

There are a variety of scenarios for which professional troubleshooting may be beneficial:

- **Unexpected shutdowns**  
Troubleshooters are the first line of defence against unplanned downtime with a spiral heat exchanger.

- **Decreased performance**

If the thermal performance of your heat exchanger appears to be diminishing over time, a professional consultation can help you identify the root cause and restore the unit to its original condition.

- **Disturbances in your processes**

If you encounter deviations in your operations that you believe is related to your unit, a troubleshooter will be able to get to the bottom of the issue.

- **Unusual increase in energy consumption**

Alfa Laval spiral heat exchangers are specifically engineered to offer highly efficient performance for improving sustainability. If you are experiencing otherwise, you should contact us for troubleshooting right away.

## Types of reconditioning services

Not everyone can become an Alfa Laval troubleshooter. This is a position that requires extensive training as well as years of experience and an intimate familiarity with heat exchangers used in different applications. You can therefore be confident that you will have a partner who possesses:

1. Unique, in-depth knowledge of your heat exchanger
2. A thorough understanding of your processes
3. Practical experience
4. Theoretical knowledge
5. Materials expertise



## When you need a true expert with industry-leading experience, Alfa Laval is here – with service to keep you growing.

For the market's widest portfolio of welded heat exchangers, Alfa Laval offers an unmatched range of both preventative and reactive services to keep your equipment performing, and your business growing. Other services for Alfa Laval spiral heat exchangers include:

- Installation and commissioning supervision
- Performance audit
- Condition audit
- Cleaning services
- Training
- Spare parts



**ALOnsite**  
Qualified support  
at your facility

Learn more about our service portfolio for spiral heat exchangers at [www.alfalaval.com/spirals/service](http://www.alfalaval.com/spirals/service)

Alfa Laval reserves the right to change specifications without prior notification.

## 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](http://www.alfalaval.com).