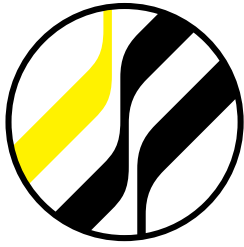


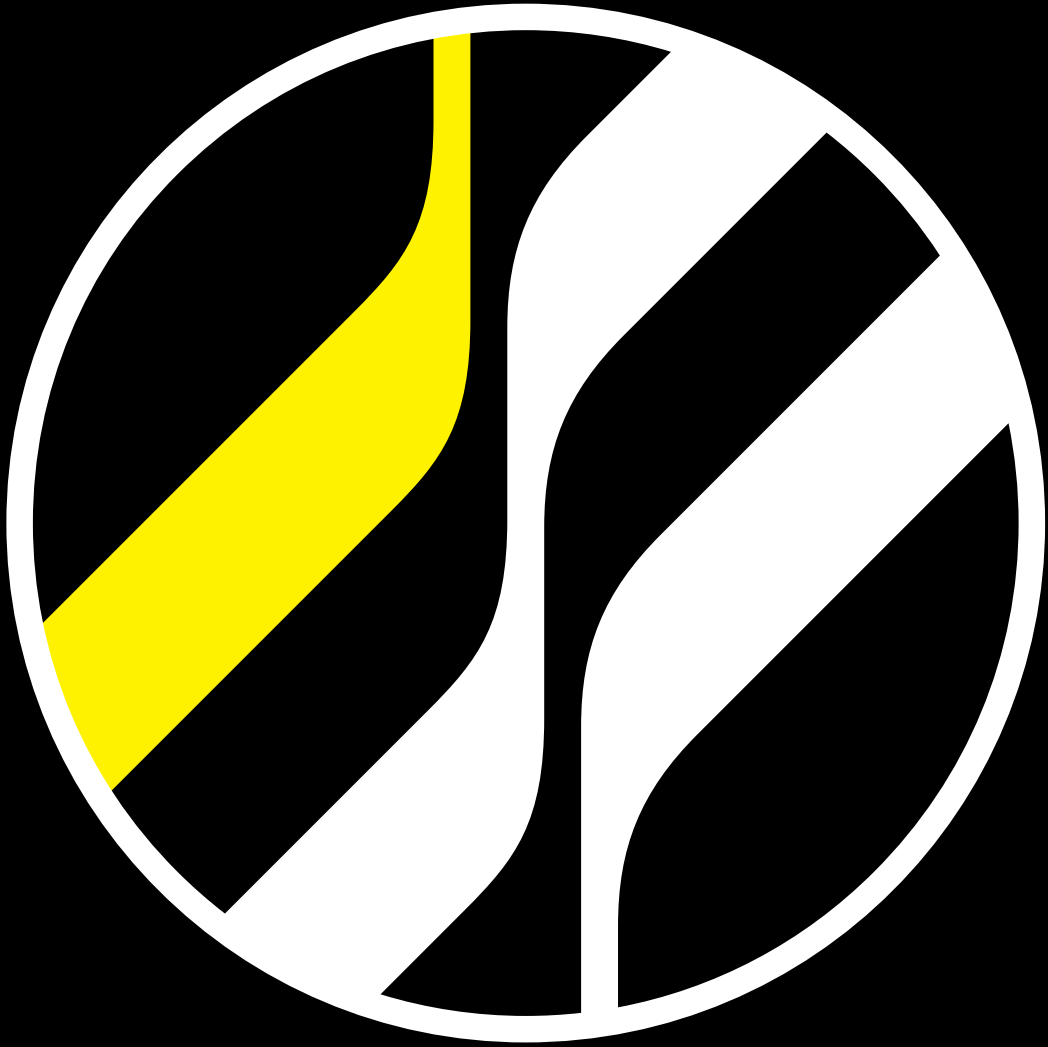
Kelvion



EcoServe

# **AFTER-SALES & SERVICE FOR PLATE HEAT EXCHANGERS**





# WE ARE KELVION – THE NEW BRAND IN HEAT EXCHANGE

GEA Heat Exchangers has changed: another new standalone company has been created out of the former Heat Exchanger Division of the GEA Group AG. The name Kelvion is new, but we continue as global experts in heat exchange. As always, we remain committed to earning your trust.

You'll still recognize us. We continue to develop our products, manufacture them with precision and distribute globally. We continue to offer one of the world's largest heat exchanger product portfolios: Plate heat exchangers, shell & tube heat exchangers, finned tube heat exchangers, modular cooling towers and refrigeration heat exchangers for a wide range of applications.

We operate in global markets for power generation, oil and gas, chemistry, marine applications, climate and environment, and food and beverages. From us, you can expect products with outstanding levels of efficiency, safety, and sustainability. More importantly, we care about your business, like close, trusted partners.

Customers rely on us to understand their needs, boost their performance, and deliver products that always get the job done. We compete for the toughest deals, in the harshest environments. But we're not too big to care. We're Kelvion – ready to take on the challenges of heat exchange. [www.kelvion.com](http://www.kelvion.com)

**Experts in Heat Exchange.**



**Where demand and reality meets**

Our dedicated specialists are the figurehead of our After-Sales & Service. They are at your disposal all over the world whenever you need reliable and competent support. Their commitment guarantees you one thing above all – **convincing and reliable experience.**

# ECOSERVE – GLOBAL SERVICE AND SUPPORT FROM AN EXPERIENCED PROVIDER

We are service specialists for plate heat exchangers of all types and brands. Our portfolio comprises all after-sales and other services from installation up to innovative tightness testing. Our global network of locations enables 24/7 service thus maximising the performance of your systems everywhere, at any time.

As a leading manufacturer of plate heat exchangers, we work for our customers every day all around the globe and in this process, the service work carried out enhances our knowledge and experience every day, thus producing valuable improvements.

These have a positive effect amongst others, on precise installation of apparatus, on visual inspection within the scope of proactive maintenance, and on mechanical and chemical conditioning of plates in one of our workshops belonging to our service network.

One of the reasons that makes us the leading service specialist – the services aim at tangible values:

## **Quality and safety**

Maximum service quality is the result of individual customer advisory service and precise work.

## **Innovation**

Innovation creates solutions for the different requirements specified by our customers.

## **Efficiency**

Optimised operational sequences and maximum availability of systems ensure better economic profitability

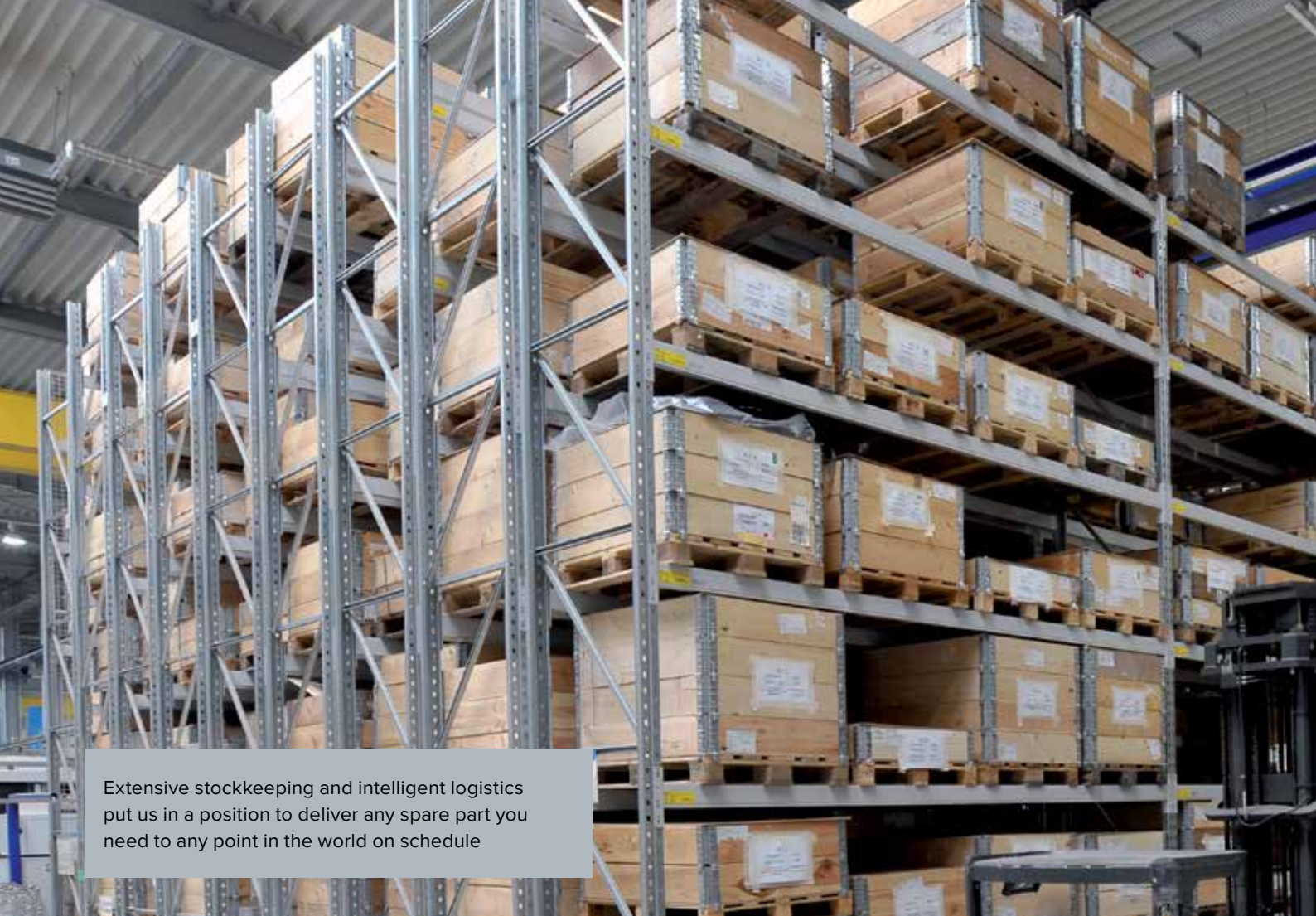
## **Expert knowledge**

Our in-depth knowledge and experience result in focussed competence, thus offering significant benefits to our customers.

## **Trustworthiness**

Reliability, sense of responsibility and transparency in customer communication distinguish the work of our service staff.





Extensive stockkeeping and intelligent logistics put us in a position to deliver any spare part you need to any point in the world on schedule

# FLEXIBILITY MEETS PROFITABILITY



What are we offering our customers as plate heat exchanger specialist? In general, you benefit from the comprehensive scope of services provided by a reputable expert for gasketed, fully welded and brazed plate heat exchangers – and from a worldwide network of service locations. In particular, you also enjoy the benefits of no-compromise customer orientation assuring you of individual and optimised service. Our service meets your demands in a well aimed way and provides suitable solutions within a short time.

Our highly qualified technicians lay the foundations for smooth operations with initial installation and commissioning. Inspections, maintenance,

reconditioning and improvements are available for all types of brands. In addition we carry out all regular work such as cleaning of all plates and fitting of all gaskets. Your benefit: We have wideranging know-how based on findings from decades of development work in the field of plate heat exchangers.

One result of our development work: To track down any material fatigue we have available a leakage testing method to be used as a preventive tightness test. In this process, a special inert gas, able to detect even the most minuscule compromise, is introduced into the closed plate heat exchanger.



# ALWAYS THERE: FIRST-CLASS REPLACEMENTS

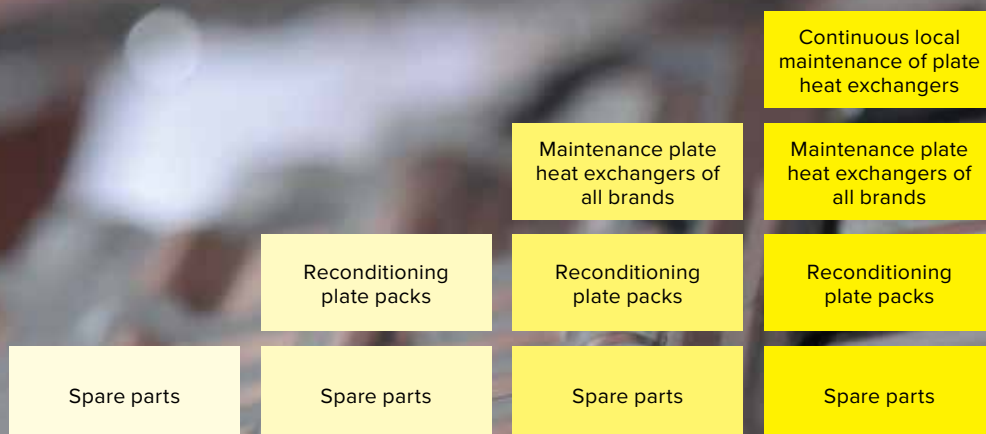
Maximum system and apparatus availability is the key to increased profitability. Depending on the degree of loading, you can sometimes expect wear even on high-performance plate heat exchangers sometime. The cost of failure or downtime of a system can be three or four times the maintenance cost of the system. This is why spare parts availability plays a particularly important role in our services.

For you, this means: We deliver the spare parts needed to you at any place as quickly as possible at any time. This avoids costly delays and gives you more flexibility in your processes.

Trust in our consistent product quality: Replacement by us means high-quality and absolutely perfect fit plates and gaskets suitable for all series and brands.

In addition, our stores permanently stock gaskets suitable for almost all brands and models or can at least procure them at short notice. Our service specialists who are perfectly familiar with the respective process requirements know which solution is the optimum in your case.

## Select your own Complete Care Package.



# STEP BY STEP WITH THE **BEST** SERVICE QUALITY

### Excellent quality from one single source.

Our After-Sales & Service offer is based on a stepped care system maintenance package individually tailored for every customer. These tiered maintenance contracts also specify aspects such as cost control and planning safety with the desired service modules. Another plus: The clearly defined

content ensures reliable cost transparency. Your benefit – the services can be combined at will to form an individual service agreement: Tailor-made to suit your needs, you have the flexibility to choose your personal service package containing the modules that take your special requirements into account – and support your company's success.





# TWO PRIORITIES CHARACTERIZE OUR RANGE OF SERVICES

- 1** Detailed consultation by our technicians and experts regarding all questions on the subject matter of plate heat exchangers.
- 2** Preventative inspection and maintenance used for optimising the ability of your systems.

In addition, the service contracts also include numerous options within a defined cost frame. From delivering

spare parts to personnel training and assistance in case of emergency up to permanent local service, a wide range of options are available to you.

Our extensive research & development, world class production facilities and design expertise gives our customers confidence and peace of mind.

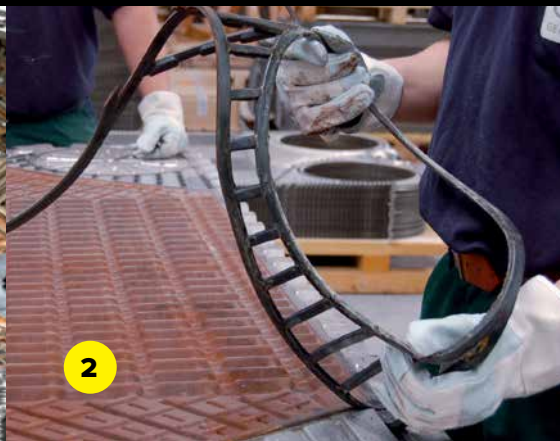


## Maintenance

# RECONDITIONING A PERFECT RESULT IN 10 STEPS

Proper installation is fundamental to the service life of a new gasket. For this reason, we leave nothing to chance in maintenance and ensure you get a first-class result from our tried-and-tested 10-step process.

- 1** Upon receipt of your plates, we will perform an initial inspection of the plate and gasket integrity. This step is performed to eliminate any unnecessary and costly process steps
- 2** Thorough removal of the old gasket to ensure a good clean surface area prior to installing a new gasket.
- 3** Chemical cleaning of the plates removes stubborn deposits. Depending on the type of deposits, either acid or caustic bath will be utilized
- 4** Dye test and second inspection is performed to determine if there are any cracks or pin holes in the plate



**5** Removal of residues after dye penetration test

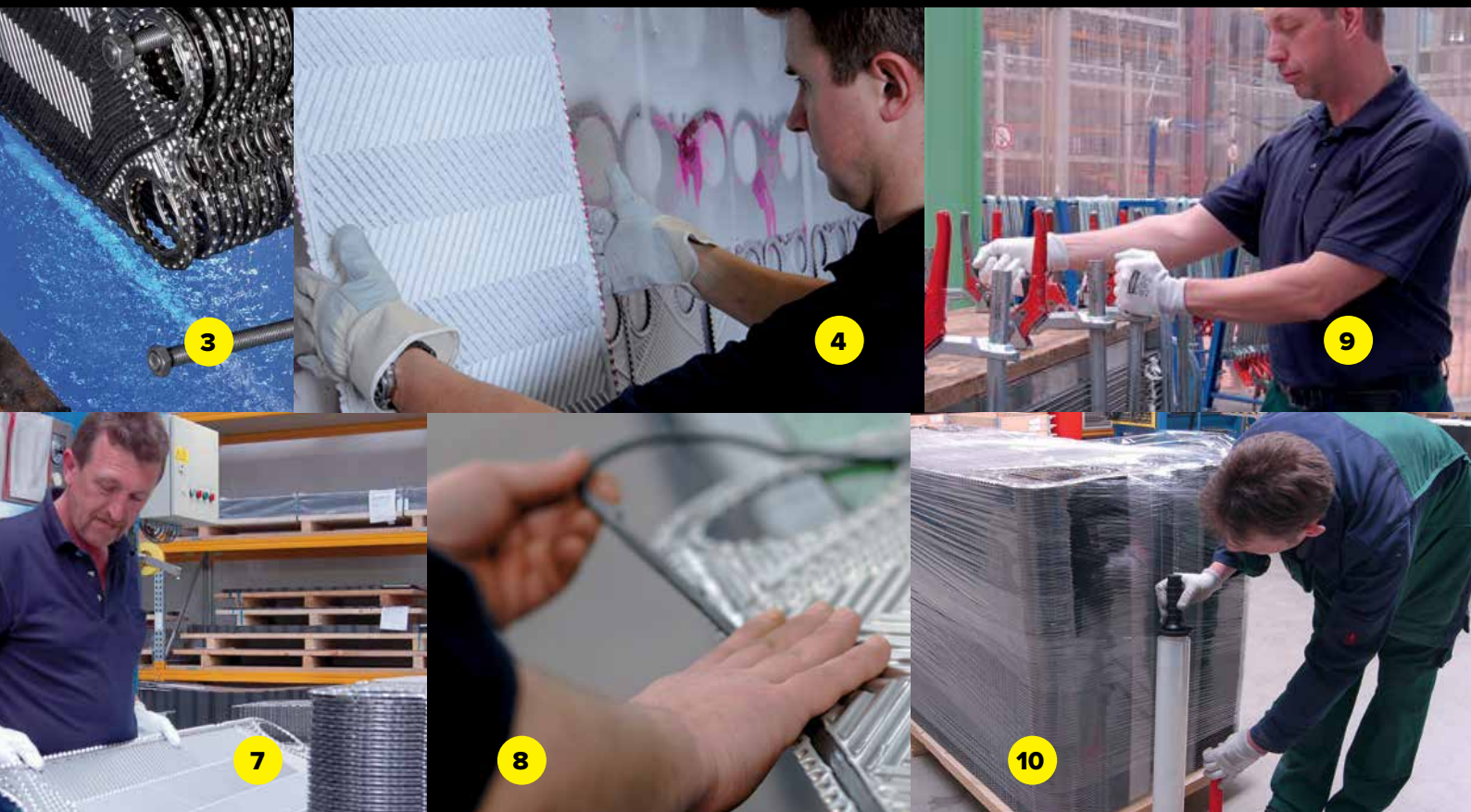
**6** The gasket groove is cleaned and prepared for the regasketing process

**7** Final inspection of each plate

**8** New gaskets, EcoLoc or glued, are fitted.

**9** For glued gaskets – tensioning of plate pack and glue curing in an oven

**10** Final EcoServe stamp of approval and careful packaging of plate pack for safe transportation





The test gas used guarantees the highest possible leakage detection rate using technical/physical means. Quality standards such as IFS and HACCP in foodstuff production are met reliably.

# Tightness testing

# THE INNOVATION

# FOR PERMANENT

# AVAILABILITY

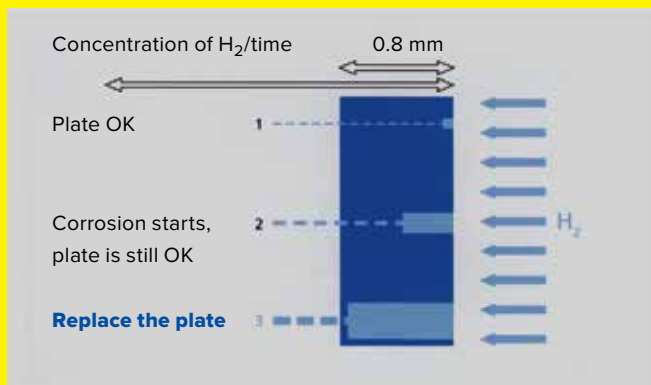
Pressure hammers, temperature change, corrosion: Plate heat exchangers are exposed to external influences that may produce microscopic leaks. This preventative tightness test can reliably detect material fatigue in its starting phase without having to open the plate heat exchanger.

In the past, preventative and reliable tightness testing was not possible on a closed heat exchanger. Consequently, leaks could be detected only after a plate has been compromised due to pinholes or material fatigue. We use a tightness testing method to discover leaks and the beginning of material fatigue at an early stage without having to unscrew all the plate heat exchanger bolts.

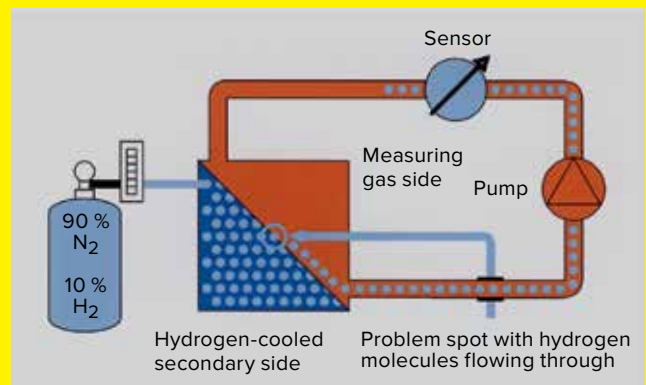
The new testing method involves feeding a hydrogen/nitrogen mixture into the closed plate heat exchanger on the water side which then flows through the plate channels. If one of the plates has only the finest hair crack, a very small quantity of this inert gas will flow to the second and empty side and can be detected there with absolute reliability by a sensor. The time needed for this test per heat exchanger is reduced to around one hour and therefore is only 1/20 of a dye penetration test that delivers results of comparable reliability.

Use of this innovative method, thus prevents unplanned stoppages or downtime. Our proactive leakage test improves process safety, reduces downtime and cuts your operating costs.

## Early detection of material fatigue



## Schematic representation of H<sub>2</sub> method



### The hydrogen method:

The hydrogen method is based on a testing gas (inert gas, consisting of 10 % H<sub>2</sub> and 90 % N<sub>2</sub>) that is suitable for both leak detection and tightness testing. Hydrogen at the correct concentration is absolutely

safe (ISO 101569). In fact, hydrogen/nitrogen mixtures are also used as a shielding gas atmosphere.



**Worldwide service from experiences specialists**

With our After-sales & service, you benefit from a world-wide service network for all brands around the clock – with preventative service, optimization and extension of existing systems. Wherever you are, we are close by.

# At home all over the world

# GLOBAL ASSISTANCE

# FROM EXPERIENCED

# EXPERTS

## Belgium

Kelvion BVBA  
Warandestraat 1  
9240 Zele, Belgium  
Phone: +32 52 456 600  
Fax: +32 52 456 609  
Email: zele@kelvion.com

## China

Kelvion PHE Ltd  
No.218 Lane 1409  
Ji Di Road, Min Hang District,  
Shanghai 201107, China  
Phone: +86 21 629 60872  
Fax: +86 21 629 61973  
Email: info.phe.china@kelvion.com

## Danmark

Kelvion AB  
Helge Nielsens Alle 6D  
8723 Løsning, Danmark  
Phone: +45 51 27 14 55  
Fax: +46 411 55 55 61  
Email: scandinavia@kelvion.com

## Germany

Kelvion PHE GmbH  
Karl-Schiller-Str. 1-3  
31557 Sarstedt, Germany  
Phone: +49 5066 601 0  
Fax: +49 5066 601 104  
Email: sarstedt@kelvion.com

## Kelvion Brazed PHE GmbH

Remsaer Straße 2a  
04603 Nobitz-Wilchwitz,  
Germany  
Phone: +49 3447 5539-0  
Fax: +49 3447 5539-30  
Email: wilchwitz@kelvion.com

## France

Kelvion PHE France  
6 avenue du Vieil Etang  
78180 Montigny le Bretonneux,  
France  
Phone: +33 130 142 880  
Fax: +33 130 142 888  
Email: infofrance@kelvion.com

## Finland

Kelvion AB  
Hirsalavägen 11  
02420 Hirsala, Finland  
Phone: +358 40 826 7959  
Fax: +46 411 55 55 61  
Email: scandinavia@kelvion.com

## Great Britain

Kelvion Ltd.  
3 Maybrook Road  
Birmingham B76 1AL,  
Great Britain  
Phone: +44 121 352 3340  
Fax: +44 121 352 3343  
Email: birmingham@kelvion.com

## India

Kelvion India Pvt. Ltd  
A-31/32, Chakan MIDC Phase-IV,  
Village Nighoje, Tal-Khed,  
Pune 410 501, India  
Phone: +91 2135 619500  
Fax: +91 2135 619566  
Email: info.phe.india@kelvion.com

## Italy

Kelvion S.r.l.  
via A.M. Da Erba Edoari 29/A  
43123 Parma, Italy  
Phone: +39 0521 247311  
Fax: +39 0521 247333  
Email: parma@kelvion.com

## Japan

Kelvion K.K.  
Uchisaiwaicho Kikaku Bldg.  
1-15-6 Nishishinbashi  
Minato-Ku, Japan  
Tokyo 105-0003, Japan  
Phone: +81 3620 26537

## Korea

Kelvion KOS Korea Ltd.  
40-147, 4th Floor, Hangangro-3ka,  
Yongsan-ku, Seoul, Korea  
Phone: +82 2 3781 0502  
Fax: +82 2 3781 0505

## Middle East (UAE)

Kelvion FZE  
Jebel Ali Free Zone  
South 2 AC-03, Dubai  
Phone: +971 48862100  
Fax: +971 48862101  
Email: infome@kelvion.com

## Netherlands

Kelvion PHE B.V.  
Craenakker 21  
5951CC Belfeld, Netherlands  
Phone: +31 77 475 99 00  
Fax: +31 77 475 99 09  
Email: belfeld@kelvion.com

## Norway

Kelvion AB  
Trångsundsvägen 20  
393 65 Kalmar, Sweden  
Phone: +46 10 209 19 00  
Fax: +46 411 55 55 61  
Email: scandinavia@kelvion.com

## Poland

Kelvion Sp. z o.o.  
Al. Jerozolimskie 146d  
02-305 Warszawa, Poland  
Phone: +48 22 608 14 37  
Fax: +48 22 608 14 25  
Email: warsaw@kelvion.com

## Russia

Kelvion Mashimpeks LLC  
Malaya Pochtovaya, 12 b.1  
Moscow, 105082, Russia  
Phone: +7 495 234 95 03  
Fax: +7 495 234 95 04  
Email: moscow@kelvion.com

## Saudi Arabia

Kelvion FZE  
Tareeq 114, Al Jubail,  
Saudi Arabia  
Phone: +966 553213187  
Fax: +971 48862101  
Email: infome@kelvion.com

## Sweden

Kelvion AB  
Trångsundsvägen 20  
393 65 Kalmar, Sweden  
Phone: +46 10 209 19 00  
Fax: +46 411 55 55 61  
Email: scandinavia@kelvion.com

## South East Asia

Kelvion Pte. Ltd.  
40 Gul Crescent,  
Singapore 629540  
Phone: +65 666 40445  
Telefax: +65 686 25503

## Spain

Kelvion Thermal Solutions, S.A.U.  
San Juan, 28  
48140 Igorre, Spain  
Phone: +34 94 6319467  
Fax: +34 94 6315145  
Email: igorre@kelvion.com

## South Africa

Kelvion Services (Pty) Ltd  
Aberdeen Street  
Roodekop  
Germiston 1401, South Africa  
Phone: +27 118 664 000  
Fax: +27 84 678 3553  
Email: service.germiston@kelvion.com

## USA

Kelvion Inc.  
100 GEA Drive, York  
PA 17406, USA  
Phone: +1 717 268 6332  
(Service Direct Dial)  
+1 717 268 6200 (Main)  
Email: york@kelvion.com

[www.kelvion.com](http://www.kelvion.com)