



## A complete service partner

### Services for process shell-and-tube and air-cooled heat exchangers

#### Ensuring reliable and efficient operation

With Alfa Laval as your partner you have full support from our experienced service teams around the world. We offer a wide range of services for process shell-and-tube and air-cooled heat exchangers, regardless of manufacturer. Our scope includes everything from regular maintenance to training, performance audits and upgrades.

#### Experts in managing large projects

Experts in managing large projectsWe have long experience from performing large and complex service interventions. You can rely on our support through the entire process from initial planning thorough execution to recommissioning. Working closely with your service team or contractor, we make sure all services are performed as effectively and efficiently as possible.

#### Maximize performance and uptime

A lifecycle approach to service results in maximum return on investment from your equipment. Regular preventive service ensures your heat exchangers operates according to specifications and minimizes the risk of unplanned

downtime. We can support you with both the planning and execution of all preventive maintenance measures required for top performance and reliable uptime.

#### Customized service actions and tools

We tailor each service to your requirements. Through detailed planning of all necessary steps we ensure minimum downtime and optimum service cost. Apart from supplying all necessary spare parts, we can provide tools that are custom-designed for your equipment to facilitate work on site.

#### Cooperation

We can provide all necessary personnel if required, but in most cases we cooperate with our customers' service personnel or local service providers. We usually handle the coordination and planning of the service actions and supervise the work on site. We have found this way of working to be the most beneficial for our customers. For advanced welding jobs, troubleshooting and testing we most often use our own specialists.

## Services

### We offer services in the following areas:

- After sales engineering. When you need to upgrade existing equipment, our mechanical and thermal engineers can help you analyse the condition of your heat exchanger and propose how you can improve performance and/or prolong its lifetime.
- Emergency support. In case of emergencies, our service technicians are available 24/7 and ready to assist you. We will have our personnel on your site within 72 hours from your call.
- Planned shutdowns. We can assist with everything from regular preventive maintenance work, such as cleaning and repairs, to large-scale interventions like revamps, reconditionings, upgrades and major services.
- Tests. We offer a range of testing procedures including x-ray, ultrasonic, eddy current and running tests.
- Audits. Our heat exchanger experts can inspect your equipment and advice on possible improvements to raise efficiency, prolong its lifespan and cut operating costs.
- Spare parts. We can provide all necessary spare parts from single components such as bolts and gaskets to pre-assembled units like valves and tube bundles.

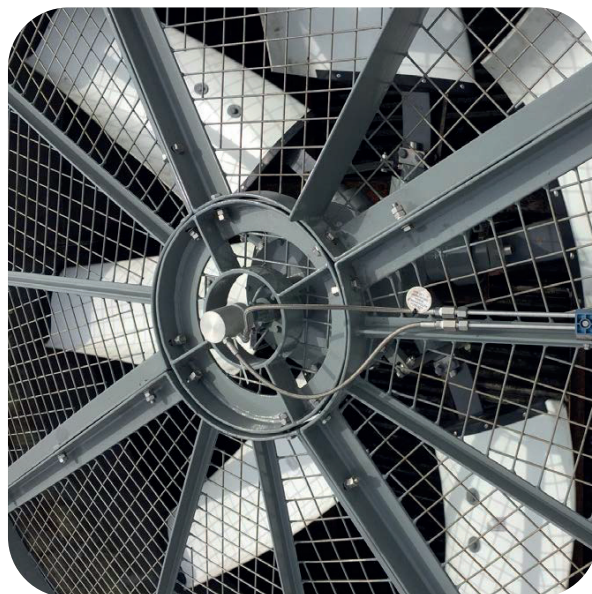
### A complete service solution

An Alfa Laval Service Agreement is an individually tailored service package for Alfa Laval heat exchangers. It is the easiest way to ensure top performance and minimal cost of ownership. With a service agreement you have full control of your future maintenance costs, making budgeting easier and more accurate.

Customized to your priorities and requirements, a service agreement can include any of our services. It is the ideal maintenance solution from the original manufacturer of your equipment.



Machining of gasket surfaces on a shell-and-tube heat exchanger using a custom-built boring machine.



With an upgrade from Alfa Laval you can cut energy consumption in your air-cooled heat exchanger.



**ALOnsite**

Qualified support at your facility

Learn more at: [www.alfalaval.com/olmi](http://www.alfalaval.com/olmi)

### 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)

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