



## Reliability is the key

BSL Schkopau, Halle/Leipzig region, Germany

Case story



Communication improves service: Axel Geissler, BSL Schkopau chemical plant, and Paul Bies, Alfa Laval Germany (right).

For the maintenance staff of German chemical company BSL Schkopau, speedy parts delivery and maintenance can save millions of euros in downtime costs.

Axel Geissler is a man with his eye constantly on plate heat exchangers. He is responsible for preventive maintenance at BSL Schkopau, a chemical plant belonging to the American Dow Chemicals Group and situated in the Halle/Leipzig region in eastern Germany. Plant operations include some 35 plate heat exchangers of various types.

Geissler has worked at the Schkopau plant for 24 years – all of that time

with plate heat exchangers from Alfa Laval. Factors such as pressure, temperature, throughput volume and the various media used dictate the plate heat exchanger that is used in a particular operation.

**“ The Alfa Laval heat exchangers we are using have proven to be very dependable over the years.”**

Axel Geissler, BSL Schkopau

“When it comes to product quality, my key requirement is durability and reliability,” says Geissler. “The best product is the one causing the least problems.

The Alfa Laval heat exchangers we are using have proven to be very dependable over the years.”

Nevertheless, some maintenance is inevitable. Especially the gaskets are in the chemical industry subject to various aggressive substances. When repair work is necessary, Geissler’s key interest is to avoid downtime. “If our chlorine plant is shut down, we can not run the MC-3 plant either, which is connected in series,” he explains. “We are talking about millions of euros lost in one day of closed operations.”

Speed is in other words essential – a fact that is amply illustrated by a recent service case. During a two-day shut-

down, Alfa Laval inspected the plate heat exchangers and found that a number of gaskets needed to be replaced and some repair work carried out. The job required a large number of very different parts, and time was scarce.

Paul Bies, customer service manager at Alfa Laval Germany, saw to it that the work was completed within the two days' time. Geissler says he appreciated the extra effort, but that he always expects good customer service.

"If I get into a precarious situation like this one, putting me under a lot of pressure, I want to be able to call someone at Alfa Laval who will help to defuse the situation."

He says he trusts Bies' advice when finding the best solution for a problem. "At one time Alfa Laval reconditioned our plate heat exchangers and detected cracks and small pinholes when looking at them under florescent light," Geissler recalls. "After consulting with experts at my company about what material could be more suitable for this device, I forwarded the recommendation to Alfa Laval. They changed the material on the device, and that worked much better."

Geissler and Bies have a good personal relationship. They exchange information on a regular basis and frequently discuss where there might be room for improvement. Preventing any potentially

trouble-causing incident is at the very heart of Geissler's attention. Therefore he is always on the watch-out for vital information on the equipment used in his plants.

"I am always curious to learn from Mr. Bies what types of plate heat exchangers other Alfa Laval customers in similar industries use for what kind of operation," he says. "This might give me some useful hints for my business as well, and teach me more about how to find the equipment which best suits the strong demands of my industry."

## 360° Service Portfolio



### 360° Service Portfolio

The Alfa Laval 360° Service Portfolio covers the entire lifecycle of your equipment, and brings you maximum uptime, high performance, low maintenance and operating costs.

#### 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)