


Case story


Cheese pasteurization,
Southern Europe


A perfect service match

A whey cheese pasteurization producer in Southern Europe, partnered with Alfa Laval to form a profitable service agreement. With a large installation of Contherm scraped surface heat exchangers and centrifuges, plate heat exchangers, pumps, and valves, a solution was established to ensure that the heat exchangers always performed at their best.

The collaboration with Alfa Laval made sure that the end user can trust extended uptime and reliable continuous production. At the same time it eliminates uncertainty about maintenance intervals, points of inspection, necessary tools, and the fear of prolonged downtime due to equipment failure after a lack of maintenance. This is the result of a recently finalized Contherm service agreement in Europe, bringing assurance to the customer that this agreement is a perfect match.

 **CO₂ savings**
40% savings/year

 **Water savings**
60 m³ by
avoiding leakage

 **Uptime**
Prolong uptime
by reducing risk
of production stop
due to unexpected
failures



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“The customer experienced significant advantages from the exceptional service, including favourable conditions, reliable parts delivery, competitive pricing, and cost-effective repairs.

The ability to proactively monitor equipment conditions through condition monitoring plays a crucial role in predicting failures and extending uptime.

This ensured uninterrupted and dependable production, a highly valued outcome.”

Giovanni Treglia,
Contherm Sales Manager, Alfa Laval

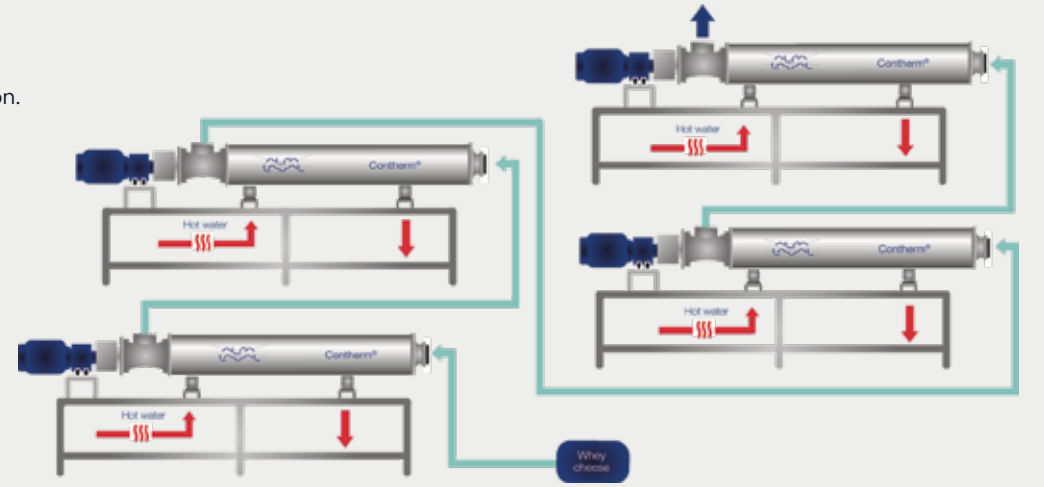
A service agreement

To meet expectations for reliable and optimized service, Alfa Laval provided a comprehensive service agreement for the customer’s Contherm products and installation.

This type of installation has the potential for severe water leakage and various process problems. Still, these can be avoided by implementing a service agreement that includes planned maintenance and risk management. Such a service agreement also offers several sustainable benefits. By preventing leakage, it is possible to conserve as much

The Contherm system
The Contherm solution
for whey cheese production.

The system contains
6x9 heat exchangers.



as 60 m³ of water. Additionally, efficient planning, coordination, and consolidation of maintenance activities, as well as streamlined component transportation, can lead to a noteworthy reduction in carbon footprint.

Prolonged uptime and a secure process

With the Alfa Laval service agreement, end users benefitted from the invaluable expertise of skilled personnel, ensuring optimal performance and efficiency of their equipment. A proactive maintenance approach is employed to maximize uptime and minimize unforeseen breakdowns. Collaborating with Alfa Laval to develop a customized maintenance schedule allows for a secure and optimized process while operating and maintaining the Contherm equipment.

Solution

“A reliable and optimized service process”

The Alfa Laval service agreement:

- Effectively identify and address potential risks, safety concerns, and performance improvements related to the Contherm equipment.

- A comprehensive maintenance plan to ensure optimal performance, minimize unplanned downtime, and mitigate production losses, thereby reducing the total cost of ownership.
- Using Alfa Laval genuine spare parts to guarantee proper functionality, maximize uptime, and extend the lifespan of the equipment.
- Benefit from a fixed repair cost and access to stand-by items through a service tool rental and special reworking condition parts, ensuring uninterrupted production and predictable expenses.
- Enhance employee safety and minimize the risk of unplanned downtime with the Contherm Training and Remote Guidance Package. When paired with Contherm service kits, the end user can efficiently source parts and reduce maintenance time.
- Gain valuable insights into the equipment’s condition over time through the inclusion of a condition monitor in the agreement, providing a comprehensive overview for informed decision-making.

About Alfa Laval

Alfa Laval is active in the areas of Energy, Marine, and Food and Water, offering its expertise, products, and service to a wide range of industries in some 100 countries.

The company is committed to optimizing processes, creating responsible growth, and driving progress – always going the extra mile to support customers in achieving their business goals and sustainability targets.

Alfa Laval's innovative technologies are dedicated to purifying, refining, and reusing materials, promoting more responsible use of natural resources. They contribute to improved energy efficiency and heat recovery, better water treatment, and reduced emissions.

Thereby, Alfa Laval is not only accelerating success for its customers, but also for people and the planet. Making the world better, every day. It's all about Advancing Better™.

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.

