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Service *focus*

APV demonstrates the Importance of the use of Genuine Gaskets to Reduce the Risk of Production Downtime (Siva Subramaniam)

Within 8 working days, APV's Service team responded, serviced and replaced nearly 400 plates on a N35 pasteuriser, saving the customer valuable production time.

Speedy APV response helps customer save over 400 hours of production time

A prominent dairy customer contacted APV and reported “slipping out” of plates during re-assembly of a 15000l/h Infusion Milk Pasteurizer.

The APV service team responded immediately to the customer call and identified that the plates had been damaged and needed urgent replacement.

The challenge was to replace the entire 383 piece plate pack with the correct configuration of plates and gaskets.

By working in close co-operation, APV's production, service and technical teams were able to ship the plate pack within 72 hours from Denmark to Malaysia, and the entire

replacement process was completed within 8 working days.

The normal delivery process for this requirement is 21 to 28 days but due to the urgent customer requirement, APV accelerated the delivery saving a minimum of 21 working days of production time, with associated cost savings of many thousands of dollars.

Only APV relentless pursuit to customer satisfaction could make this happen



When performance really counts

Get more from APV maintenance contracts- Call us for more details

In a tough, highly competitive business environment you need a reliable, high performance plant and automation systems, plus the support of service partners that you can rely on.

APV's approach to service combines flexibility and industry-leading technologies to help you maintain your competitive edge. It is because of our engineering excellence, deep understanding of process applications and automation expertise that we are able to provide a quick and efficient service to our customers.

Our experience of working closely with customers in the food, dairy, beverage, pharmaceutical, healthcare and industrial sectors, has helped us to understand your challenges and develop a portfolio of services tailored to your needs.



APV maintenance contracts are designed to suit your specific requirements, from a basic level of service right through to all embracing programmes that help you achieve uninterrupted production downtime. Our service offerings can be tailored to match the needs of your plant with your maintenance budget.

Use APV genuine spare parts for peace of mind

It is always advisable to use APV genuine spare parts to eliminate the risk of potential maintenance problems. Recently, a prominent dairy customer was using non-genuine APV gaskets and could not tighten the plates properly. This resulted in the deformation of plates and resulted in leakage.



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The problem caused production disruption for more than 2 weeks, resulting in substantial loss of revenues. APV always recommends the use of genuine APV spare parts to avoid equipment failure and production losses.

"Sometimes customers believe they are making cost savings by using non-genuine APV gaskets. In the long run these customers end up easily paying many times more in the form of production losses and equipment failure"

Prabal Ghosh – APV Service Team

**AIMING TO BE
THE BEST:
Experience vs.
Discipline**



APV's combined process and automation services are specifically designed to help you improve plant performance. Working with you, we will focus our experience and knowledge on maintaining your plants.

We will review your facilities periodically and help you to reduce production down time

