



## Exceptional service saves UK specialty chemical producer over £1.7 million in plant downtime

A specialty chemical company at its UK processing facility were desperately trying to get spare parts for the mechanical seal on one of its critical reactors.

The seal had previously failed and during the repair of the seal the inboard faces had been cracked. A replacement seal face had to be sourced from another European country and the company were not confident in receiving the parts in time. This all occurred at the weekend that also included a public holiday. The plant was shut down and no production was possible until the seal on this reactor was repaired, at a cost of £8,000 per hour. The customer asked AESSEAL® if there was anyway to help.

Receiving the call late on Friday afternoon, AESSEAL® gathered a team of engineers to build a highly engineered reactor seal (SCMS DWB) over the weekend. From the receipt of the purchase order, the seal was delivered to site within 24 hours and installed so the plant could resume operation within 48 hours.



### “Impressive service and responsiveness”

Industry:	Chemical
Product:	SCMS DWB
Application:	Reactor
MTBF Increase:	550% (and counting)
Savings:	>£1,728,000
Reference N.O:	CS0089





ENVIRONMENTAL TECHNOLOGY

From receipt of the purchase order, to delivery the seal took less than 24 hours which still cost £192,000 in lost production. The seal took 6 hours to fit, leading to an additional cost of lost production of £48,000. Total cost of lost production was £240,000.

The existing seal parts were on a 6 day lead time plus 2 day build time and 6 hour install time. The total time to repair the seal would have been 198 hours down time at a total cost of lost production of £1,584,000. However a week later the components still had not arrived on site which would lead to further lost production costs.

Prior to this incident the client was not a customer of AESSEAL®, despite this AESSEAL® went the extra mile to provide the exceptional service that is enjoyed by its customers worldwide. The seal has now been installed for more than 13 months without failure.

“We were really impressed and happy with the level of service and responsiveness of AES. They went above and beyond to help us and it was appreciated by all on site, the added training provided to our maintenance team during installation was a great addition”

comments from the Site Buyer.

**“Over £1.7 million saved in plant downtime”**

Industry:	Chemical
Product:	SCMS DWB
Application:	Reactor
MTBF Increase:	550% (and counting)
Savings:	>£1,728,000
Reference N.O:	CS0089



[aes seal.com/info](https://aes seal.com/info)