



ENVIRONMENTAL TECHNOLOGY

## Quality of service and technical support helps to clinch South African contract

A series of pump and seal failures and a lack of technical and service support led the South African company COFCO International to approach AESSEAL® in search of a possible solution.

AESSEAL® engineers discovered that the problems were largely the result of inadequate installation instructions and incorrect seal priming. In addition, lack of mechanical seal availability and technical support was increasing downtime, and increasing the cost of plant decommissioning and recommissioning. The result was extensive plant downtime while various adjustments and repairs were carried out, with little or no assistance from the previous supplier.

One of the solutions was the installation of AESSEAL's DMSF™ mechanical seals, which AESSEAL® believes are the most technologically advanced mechanical seals in their class. Their installation in February 2016 has raised productivity by eliminating premature pump and seal failures, greatly reducing maintenance costs and plant downtime. In the process it has doubled the previous MTBF from six months to more than a year.

In addition, AESSEAL® has ensured a ready supply of replacement parts, and has provided the training and technical assistance to enable the plant to run more safely and efficiently. It has also increased its range of services, from the supply and reconditioning of mechanical seals to technical support and the overhaul of pumps, and has proposed a number of seal and system upgrades.

### 'MTBF more than doubled'

Industry:	Soybean Oil Extraction
Product:	DMSF™
MTBF Increase:	>100%
Reference N.O:	CS0140

