

Professional and Reliable Installation Services Result in Repeat Business

Case study facts

Location: Waterloo, Iowa

Timeframe: January – February 2018

Results:

- The agitators were quickly repaired and reinstalled
- Multiple orders from the customer

Sense of urgency, expertise, and communication rectify manufacturing issues in Iowa.

Background

In 2018, a chemical manufacturer contracted NOV to build and install three Chemineer™ agitators—one 12 MR and two 14 MR—at its plant in Waterloo, Iowa. During the installation, our expert service technicians discovered a few manufacturing issues with the cost-effective equipment. For instance, flanges had the wrong coatings, one of the blades for a lower smooth line impeller was not oriented correctly, and a shaft collar was oversized.

Solutions

Our certified service facility in Dayton, Ohio, rapidly blasted and repainted the flanges, re-machined the blade, and resized the shaft collar. In two weeks, the equipment was transported, repaired, and reinstalled on tanks at the customer's largest facility.

“Our sense of urgency sets us apart,” said Eric Wiget, Chemineer Aftermarket Product Line Manager. “When we run into issues, we take the lead, communicate the issues with the customer, and take care of them.”

If our expert service technicians had not been on site, a third-party contractor would likely have taken at least one month to repair the equipment, increasing costs and downtime.

Results

Since February 2018, the agitators have performed reliably and efficiently and required minimal maintenance. In addition, we have received multiple orders from the customer and maintain a strong relationship.



12MR Chemineer complete installation.



12MR seal aligned and set to proper spring load.