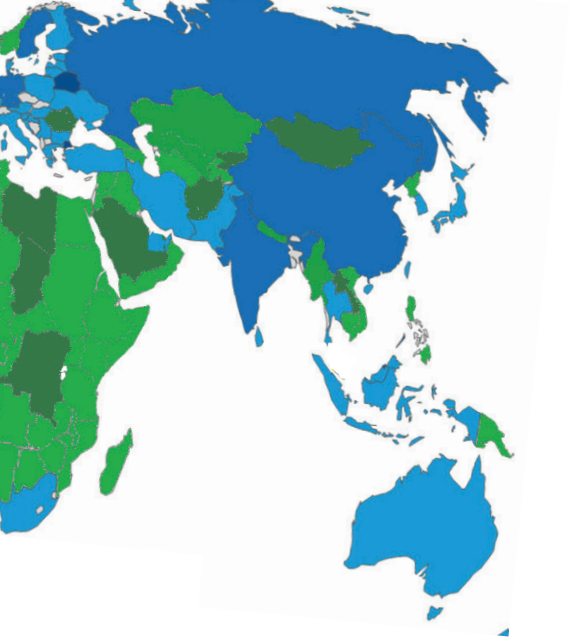


After Sales and Service

Customized Services to Keep Your Heat Exchanger Performing at its BEST!!

engineering for a better world

GEA Heat Exchangers



World Class Aftermarket Support

GEA PHE Systems is a market leader in the design and manufacture of plate heat exchangers.

In addition to engineering and manufacturing innovative plate designs, GEA PHE Systems is also a global service specialist offering spare parts, plate cleaning and reconditioning services, preventative maintenance programs, troubleshooting consultation, and field service assistance for most brands.

Our international network of service locations offers around-the-clock support to ensure minimum downtime of your system. Runtime and cost control are evident in most processes from installation and commissioning of the equipment through the lifespan of the heat exchanger.



At GEA PHE Systems, our experienced and knowledgeable staff is dedicated to keeping your plant running efficiently.

Around-the-Clock Service:

- Replacement plates, gaskets and accessories
- Preventative maintenance and service programs
- Cleaning and reconditioning services
- Dye Testing
- Troubleshooting
- Field service
- Training



Spare Parts



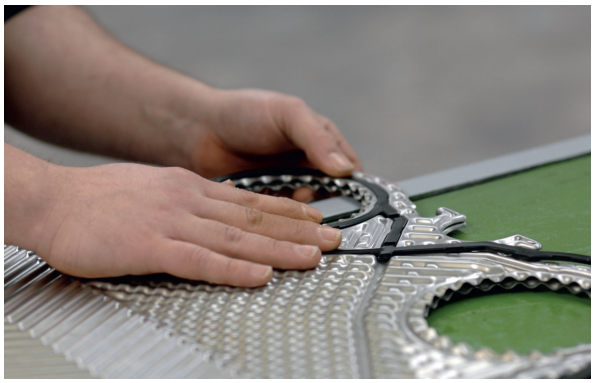
Quick, reliable technical support and availability of spare parts are key elements of GEA's After Sales and Service program. GEA PHE Systems delivers spare parts for plate heat exchangers to any location in the world.

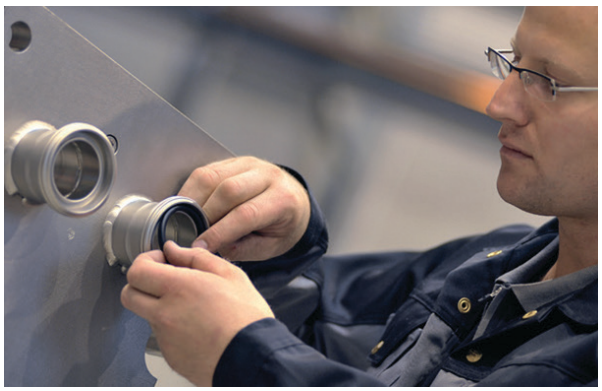
GEA PHE Systems is at your side around the clock with service and spare parts for most brands of Heat Exchangers. In addition to the GEA brand, we offer spare parts at competitive prices for other brands from certified, quality suppliers.

Global Field Service and Training

We are service specialists for plate and frame heat exchangers for all types and brands. Our global alliance and network of field service engineers enables us to schedule and perform field service tasks on-site and at your convenience. Our experienced and knowledgeable staff can perform on-site inspections and troubleshooting services, opening and closing of heat exchangers, as well as removal and installation of new or reconditioned plate packs. Our friendly staff of professionals can also provide custom designed preventative maintenance training to your employees.





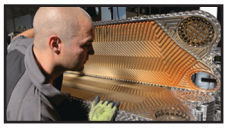


EXPERIENCED PERSONNEL
Our qualified field technicians can help you diagnose, maintain and repair your heat exchanger.

10 Step Reconditioning Process

GEA PHE Systems uses a 10 step plate reconditioning process to bring your plates back to peak performance levels. The type of fouling and your unit's application will determine which of these processing steps is required. Our goal is to provide you with the right service options to meet your needs ... nothing more, nothing less.

Step 1:

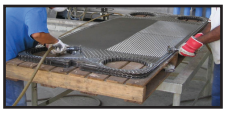




Upon receipt of your plates in our shop, we will perform an initial inspection of the plate and gasket integrity. Our experienced personnel can quickly identify if the plates have been exposed to excessive pressure or have been over-compressed. In addition, we look for problems in the hanger area and gasket groove area to make sure the plate is in satisfactory condition to be regasketed. This step is performed to eliminate any unnecessary and costly process steps.

Step 2:





Removal of the old gasket material is an important step to ensure a good clean surface area prior to adhering a new gasket. During this step our experienced personnel pay particular attention to the bottom of the gasket groove. This area must be in good condition to accept the new gasket.

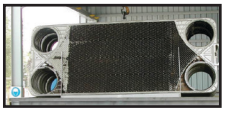
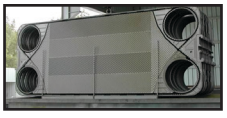
Step 3:





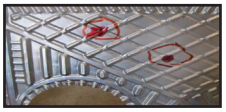
In step 3, plates are pressure washed to remove excess debris. In some cases, this may be the only cleaning step that is necessary.

Step 4:

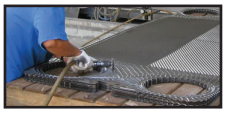
Chemical cleaning of the plates removes stubborn deposits. Depending on the type of deposits, our professional staff will utilize either an acid or caustic bath that is compatible and safe for your plate material.

Step 5:


Next, a dye test and second inspection is performed to determine if there are any cracks or pin holes in the plate. This step may not be necessary if there is no history of corrosion, cracking or cross-contamination.

Step 6:


The gasket groove is prepared for the regasketing process. GEA personnel are trained and prepared to assemble your PosLoc® gaskets or glue-in gaskets with an adhesive that is compatible with the plate and gasket materials.

Step 7:





Glued in gaskets require proper stacking and compression prior to curing.

Step 8:




Glued in gaskets may require special curing in our oven to ensure maximum bonding of the gasket to the plate. Oven curing depends on plate design.

Step 9:




A final inspection is performed and the reconditioned plates are packaged for shipping.

Step 10:



Shipment to your facility can be arranged by GEA PHE Systems, or we can utilize your preferred carrier.

We live our values.

Top performance • Passion • Integrity • Commitment • GEA-versity

The GEA Group is a global mechanical engineering group with a billion Euro revenue and has operations in over 50 countries. The company was founded in 1881 and is one of the largest suppliers of innovative equipment and process technologies. GEA Group is listed on the STOXX® Europe 600 Index.

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GEA Heat Exchangers

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