



Product Literature  
SUPERCHANGER® Support

## RESTORING LIKE-NEW PERFORMANCE



Plate & Frame Heat Exchanger  
Reconditioning Services





## Field Service

Tranter has field service crews available to assist in maintenance of your plate heat exchangers.

### On-site services:

- Plate pack refurbishment (includes opening and closing of exchanger, pressure washing plates, visual plate inspection, checking and replacing gaskets as needed)
- Delivery and pick-up
- Plate pack exchange
- Hydro/line testing of exchangers
- Troubleshooting

### Operational help:

- Assistance with operational issues and maintenance training
- Help with design, testing, development and implementation of an effective preventative maintenance program
- Factory-backed engineering resources; including design, applications and materials

### Warranty protection:

- One year on new parts; workmanship and labor guaranteed

### Field service certification:

- Tranter service technicians in the U.S.A. certified under OSHA 10-hour general industry training standards
- Service technicians in Canada certified in first aid, WHIMS, H<sub>2</sub>S Alive®, rigging and OH&S Standards

## Setting The Standard...

For premier heat exchanger service. Contact your Tranter Representative to schedule a field inspection!



*Our experienced technicians safely clean and regasket your plates, with all work guaranteed by written warranties covering materials and workmanship.*



*Tranter on-site teams stand ready to restore peak efficiency to your exchangers with minimal downtime.*






## Reconditioning Services

At Tranter authorized service centers, we safely clean and regasket your plates, returning them to peak efficiency. We guarantee our work with our own written warranties covering materials and workmanship.

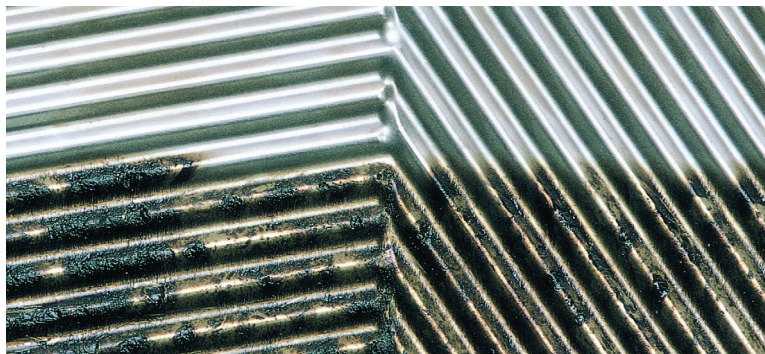
- Regular inspections ensure products are performing up to specification. If cleaning and regasketing is warranted, doing the job properly can prevent damage to costly plates. Plate damage leads to leaks, faulty operation and reduced equipment life.
- Dirt, deposits, scale and other foulants rob your plate-type heat exchangers of their design efficiency, risking damage to expensive equipment and unscheduled downtime for repairs.
- Fast, economical and reliable service means minimal downtime for your exchanger and reliable protection for your equipment. We service all popular makes and models, including Tranter, Alfa Laval, APV, Graham, Sentry, Mueller, Polaris and others.
- Our personnel are available to come on site to investigate leak problems and determine the action necessary to minimize downtime.
- For 24-hour, year-round emergency services, the Tranter Service Center in your area can be reached at the number on the back of this brochure. For the most recent directory, view our service facility website at [www.tranter.com/cn/svcc](http://www.tranter.com/cn/svcc).



**RMA# 118854**

**GXD-085/EPDM  
235 Plate Pack**

*Complete plate pack refurbishment with OEM materials and procedures.*



*Removal of dirt, deposits, scale...any foulant that degrades efficiency and leads to equipment downtime.*



## Here's What We Do!

When materials arrive at a Tranter Service Center, each plate is logged and visually inspected to determine if it merits reconditioning. You will be informed if any plate is unserviceable and why.

For Tranter SUPERCHANGER® PHEs, we cross-check the factory database to confirm your original specs. We then conduct a very close visual inspection of gaskets and contact points on the remaining plates to determine if there is any erosion or apparent change from the original spec. If plates are from another manufacturer, we attempt to determine if original specs still apply. Then, we determine the precise cleaning and treatment process needed.

1. Plates are pressure washed and rinsed, then subjected to either hot caustic stripping and/or a manual procedure for gasket and scale removal.

2. Plates are then subjected to immersion in a variety of chemical baths, compatible with the plate material, to remove the balance of any foulants. Cleaned plates are visually inspected and tested with dye-penetrant for cracks, pin holes or material failure. Following this procedure, plates are again pressure washed and rinsed to remove all traces of the dye.

3. Plates are then regasketed with OEM-quality replacement gaskets. Tranter offers a variety of bonding methods—including mechanical bonding, non-hardening adhesive and epoxy—selected to meet each customer's specific needs.

4. Plates undergo a thorough quality inspection before they are carefully packed and shipped to assure they arrive at your plant ready for installation. Complete units are hydrostatically tested prior to shipment.

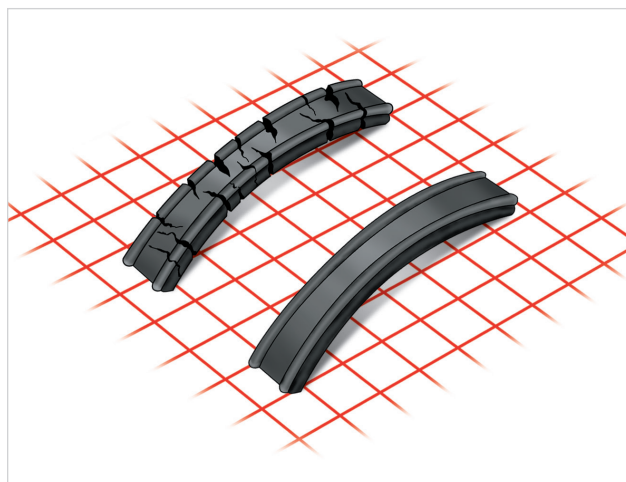
5. Tranter sequentially marks complete plate packs for ease of handling and proper orientation when installing plates. Current unit drawings are provided with each shipment.



*Plates are regasketed with OEM replacement gaskets and OEM-spec adhesives.*



*Non-OEM gaskets will cost you! The substitute gasket shown failed in less than 3 months, resulting in unplanned downtime and excessive maintenance costs.*



*Non-OEM elastomer compounds combined with non-OEM and/or duty-mismatched adhesives are a certain formula for rapid gasket failure (top).*





Entire unit refurbishment includes frame repair, complete plate pack service, reassembly and closing the unit to precise factory specifications. Sand-blasting and repainting is also available upon request.

## Customer Testimonies

*"Again, your crew was impressive. I had a lot on my plate that day and could not personally thank them, so if you would, please express my gratitude. Thanks, and have a great day."*

*"Thanks a lot to you and all the folks down there at the Service Center for making this happen. I view it as **outstanding service** that is second to none!"*

*"We appreciate the hard work and short notice on sending guys out—especially on Christmas!! Thanks."*

*"Thank you for the quick response to our needs. Your staff did a good job working with the HX's, taking their time and making sure that they did not leak. It is nice to work with vendors that make sure the product performs as it should."*

*"Your crew did an outstanding job on the plate pack—it was well worth the money. Again, thank you and your service crew!"*

*"Please pass along our gratitude to your crew. They did an outstanding job while they were here, and want to make sure they get the credit that they deserve. Thank you to everyone involved in meeting our maintenance needs."*

## Here's Why We Do It!

You gained distinct advantages and benefits when you first chose SUPERCHANGER PHEs for your operation. We want to ensure that you will continue to enjoy those same benefits. That's why we offer genuine Tranter replacement parts and service to every customer.

At Tranter and our authorized service facilities, you get more than genuine Tranter OEM parts and our renowned customer service. We use your heat exchanger serial number to verify its original design conditions—the only authorized source for confirmation. Any deviation will alert Tranter to ask for clarification.

- If gaskets are failing drastically, through deterioration, swelling or cracking, we verify your current operation before replacing them.
- If your last replacement gaskets cracked, causing leakage, your Tranter representative or the factory Service Center can recommend the correct bonding method for your unit's duty.
- If your heat exchanger was over-tightened, which damaged your plates, we can provide information and assistance to prevent this from recurring.

With Tranter and its authorized service facilities, you can always be sure that you get the right gaskets, the right plates, the friendliest service and our OEM Guarantee. Contact information for the Tranter facility nearest you is available on the back cover.





At the forefront of heat exchanger  
technology for more than 80 years

Tranter is a global heat transfer company with representatives around the world. We have been at the forefront of plate heat exchanger technology for over 80 years—with proprietary products and components on the job in demanding industrial and commercial installations around the world. Backed by this experience, Tranter people offer you exceptional system performance, applications assistance and service. Contact us for a qualified discussion of your needs.



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