

Service



Centrifuges >> Dryers >> Mixers >> Filter Dryers >> System solutions >> Components



working for future *technology*

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The Brands of HEINKEL Drying and Separation Group



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Welcome to the HEINKEL Drying and Separation Group

The HEINKEL Drying and Separation Group is one of the few suppliers of complete system solutions for processes in solid-liquid separation. More than 2000 customers all over the world benefit from our solutions for over 5000 applications in the chemical, fine chemical, pharmaceutical and food industries. The history of the HEINKEL Drying and Separation Group started back in 1884 with the foundation of the Grotz Maschinenfabrik in Bietigheim near Stuttgart, Germany. Since then we have continuously extended our knowledge and expertise, and considerably influenced innovations in the industry.

The brands HEINKEL, BOLZ-SUMMIX, COMBER and JONGIA provide expertise in filtration, centrifugation, mixing and drying. The knowledge transfer between the members of the corporate group enables us to develop well-thought-out and turn-key solutions for our customers. They are the basis of your innovative power – the basis for the development of significant future technologies.

Our philosophy means we do not just deliver machines but also offer our customers a reliable 360° service. We accompany and support you from the test phase in our lab centers through commissioning and launching the system to production. With comprehensive after sales service, we ensure the constant, sustained high availability and reliability of your production facility. For a continuously optimal product quality. For your success.



working for future *technology*



We do everything to ensure your success – anytime, anywhere.

For decades now, our corporate group has been committed to precision and reliability in filtration, centrifugation, mixing and drying technology. With know-how and innovative power, we develop components and complete system solutions for specific applications of solid-liquid separation in the pharmaceutical, fine chemical, chemical, cosmetic and food industries. Our goal is to provide our customers with the very best service. Because your success is our motivation.

We see service as an integral process. From the development of the perfect solution through commissioning and training to maintenance, spare part service and 24/7 support. Tailor-made pilot units for new developments ensure the competitive capacity of our customers. The basis of our common success is cooperative collaboration. It results in top performance that finds acclaim all over the world.

The constant striving for quality and perfection is part of our corporate culture. Something we work for in all areas at full strength day in, day out. Regular training sessions and further education measures ensure the achievement of the high procedural and legal requirements of the pharmaceutical, chemical and food industries.

Our service – locally. All over the world, 365 days a year.



Good advice from the beginning

"I am impressed by the technical know-how of the employees, their eye for detail as well as in particular the attention they pay to quality and safety in every individual part of a task. They also have the communication skills it takes to explain every individual process step in detail in a way users can readily understand. We are totally convinced of the expertise of the HEINKEL Group and of the high quality of the products the group produces in a safe, conscientious and efficient way. And that makes our work so much easier."

R.J. (Rob) Starin, Technical Tester

Service expertise around the clock



Immediate support 365 days a year: Our worldwide service network is available to you around the clock, 365 days a year. Our team of expert DEKRA SCC certified mechanics and service technicians will find solutions to your challenges in mechanical, electrical, control and procedural engineering. Quickly, soundly and reliably. So that your machine will run safely and trouble-free again.

Remote Support

Our remote support detects faulty machine statuses quickly. With specific instructions, our technicians help your operators remedy the problem. This is how we solve problems fast and efficiently together – so that your production can be up and running again quickly.



Telephone Support

You can reach our technical support by phone around the clock. Our service team will answer your questions on all mechanical, control and procedural issues. The comprehensive know-how of the individual departments forms the basis of our expert consulting services. Services which are effective and solution-oriented.



Onsite Support

Our service technicians can be on your premises very quickly if there is a problem that cannot be solved remotely. That is what our some 20 branches and representative offices all around the world are there for – also near you. This is how we make sure that your facility will be up and running perfectly again as quickly as possible.



We support your production



The HEINKEL Drying and Separation Group offers product support worldwide for your solid-liquid separation machines and systems. With a reliable repair service and intelligent spare part management, we will keep your facility up and running. Regu-

lar, professional maintenance ensures that unplanned downtimes do not even happen in the first place. For maximum profitability and outstanding efficiency.



Wear and spare parts

Our machines and the components used meet the highest requirements in terms of quality and reliability. Many applications require the use of FDA compliant materials or certified components manufactured according to special manufacturing processes. We supply you exclusively with original spare parts, tested for quality and the manner of production. From stock all over the world, with immediate availability.

Spare part logistics

The safety and reliability of our machines are of top priority. Our intelligent spare part management system ensures the immediate availability of spare parts while retaining low stock levels. We can supply you with the most important components directly from stock on three continents. We are constantly working on the expansion of our worldwide spare part logistics. So that you can benefit from our service wherever you are, at all times.



Repairs

Whether on your premises or in our workshop: We will get your machines and process equipment working again quickly. Professionally, fast and efficiently.

In-house service

Before we repair your machine or system, we identify the fault and estimate the costs of repair. In line with your requirements and wishes, we will document the repair process. The documentation consists, for example, of a condition report in the form of a checklist, drawings with measured dimensions, material certificates, inspection protocols (such as dye-penetration test, dimensions, balancing reports) and test protocol for example on a test run or the measurement of imbalance, noise and temperature.

On-site service

Your machines and components can be repaired directly on your premises. With years of experience and in-depth know-how, our service technicians quickly get your system up and running again. Naturally we only use original spare parts. We also complete test protocols for you directly on site.

*Professional,
fast and
efficient.*



Maintenance

Reliable and safe operation are essential requirements in our sphere of work. This is why our technicians regularly check and monitor your machinery and equipment as to its functionality and safety. After consultation with our customers, critical components are replaced before they start suffering from wear avoiding unscheduled downtimes and high consequential costs.

Furthermore, our experts will regularly perform the mandatory safety checks. These comply with accident prevention regulations and ensure your quality requirements are attained. Our service checks include complete on-site analysis of your equipment and provision of a maintenance, repair or updated offer.



Maintenance contracts

Alongside inspections and maintenance, the HEINKEL Group offers a range of maintenance contracts which depend on the equipment, conditions of use and criticality of the system. Customized to suit your requirements, the three types of contract – BASIC, ADVANCED and PREMIUM – increase the performance of your centrifuges, dryers, mixers, filter dryers and fittings.

Your benefits:

- > Increased reliability and process efficiency
- > Optimized machine availability
- > Scheduled maintenance and downtimes
- > Meeting of planned budget costs
- > Reduction of warehousing costs

BASIC

Regular, preventive inspections minimize the risk of unplanned downtimes due to a defect or fault. The BASIC maintenance contract guarantees compliance with statutory regulations. We make sure that maintenance is carried out at regular intervals by planning and monitoring schedules. We notify you when the next inspection is due. And the added advantage of BASIC is that your service costs remain moderate.

ADVANCED

In addition to the services included in the BASIC package, the ADVANCED package offers a fixed flat rate for wear and spare parts. Furthermore, you have free access to expert technical support via our 24/7 telephone hotline. The package also automatically includes an extended warranty period.

PREMIUM

The all-round, carefree package: The PREMIUM maintenance contract includes all inspections and maintenance work required by your machines and equipment. It also fully covers all unscheduled service visits by our technicians relating to malfunctions. This increases service life and the value of your machine as well as ensuring efficient operations with costs that can be calculated from the outset. Spare parts, training and current documentation are all included in the PREMIUM package.



We would be happy to submit a customized concept for maintenance and preventive up-keep of your centrifuges, dryers, mixers, filter dryers and fittings from all manufacturers. Just give us a call.

We provide solutions, not just machines



The HEINKEL Drying and Separation Group has extensive process knowledge and decades of expertise. We support our customers with our know-how and the experience of our expert sales and process engineers. On site all over the world, they know the economy, culture and regulations of the particular country. This makes it possible for us to find the perfect process solutions for our customers whatever the production need. Special simulation software and pilot systems guarantee the functionality and reliability of the developed solution. From the test phase to the point of commissioning and launching the system and beyond, our team of experts will be there to support you all the way.

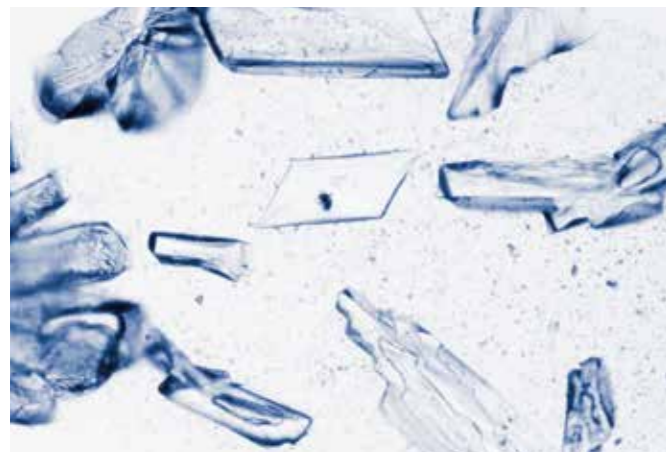
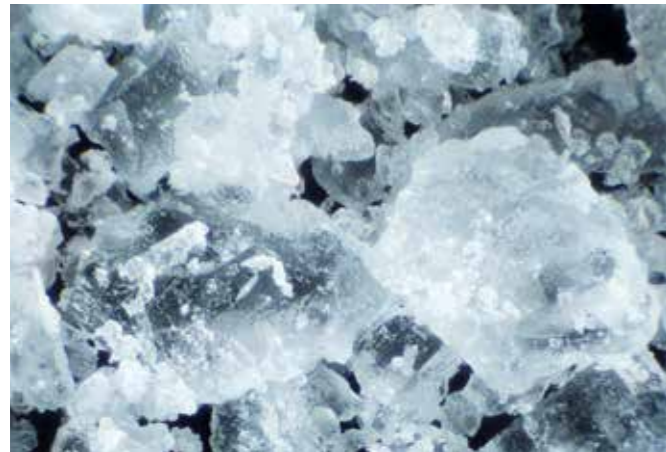
Consulting

Together with you, we analyze your specific needs and examine your requirements and quality demands on site. Because different specifications require tailor-made solutions. With our customized machines, we ensure the optimal process for a wide range of applications, from metal swarf processing to cleanrooms in pharmaceutical production. Our engineers provide you with expert information for your specific application – based on their years of experience and expertise in process engineering.

Test centers

All over the world, the HEINKEL Drying and Separation Group operates state-of-the-art test centers. Our engineers, highly experienced in process technology and process engineering, conduct pilot tests using the latest equipment.

We're able to draw on the experience of test data accumulated over the last 50 years. The test results are used to choose the right machine for your process.



Good results require thorough preparation

"We wanted to be sure that the new machine would perform exactly the way we required for our application. This is why, with the help of the HEINKEL Group, we carried out extensive tests with the inverting filter centrifuge. The process engineers were on site right the way through to carry out any optimizations immediately. As the tests were outstandingly successful, we bought two machines of that particular type straight away."

Beat Aeberhard, Technical Manager

Rental & pilot units

For product trials and new developments, there are numerous pilot systems for product trials available in our rental unit park. These allow you to perform basic tests enabling the selection of the best machine for filtration, centrifugation, mixing and drying. Every application and every product makes its own demands of these systems. The evaluation of the test results in connection with special process engineering software permits a "scale-up" for future production systems. We support you on site in running the tests.



Installation & commissioning

Our specialists support you in the installation and commissioning of your production equipment – whether a new installation or an expansion – locally all over the world. On request we will undertake transportation, insurance and installation, including monitoring and documentation. We install machinery, control equipment and complete systems on schedule by way of complete turnkey systems. We provide assistance during commissioning and optimize the machines in terms of the product quality and productivity demand. On-site approval is part of our scope of services as is in-depth training for operating staff. Furthermore, we will support you in the validation and approval of your systems by the relevant authorities. Ensuring you of the best possible production start.

Process engineering optimization

Once your system has been commissioned, we support you in the optimization of the process. We see process and system integrally. Extensive tests provide information on the functionality and efficiency of the machines in your application. Our experts evaluate the results and determine the optimization potential. Process simulations guarantee that your system runs optimally.

Product tests

Once the machine has been installed on your premises, our process engineers first run tests in the process chain. In doing so, they compare the performance under real production conditions with the results from lab and pilot tests and make any necessary optimizations. They analyze the process environment together with third-party components and make recommendations on adjusting and configuring in terms of throughput and quality.

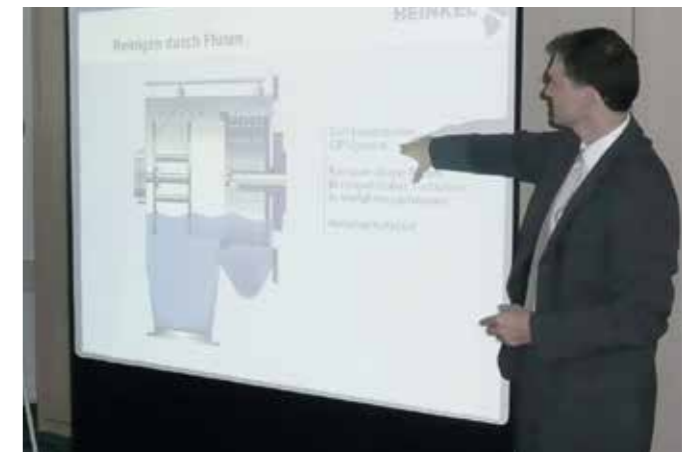
Training

A well trained workforce is essential for the correct operation of the plant and the quality of the product. We are happy to pass on our tried-and-tested know-how to your team in special seminars and training sessions. Because your success is also our success. Our training program comprises the areas operations, optimization and maintenance.

The following topics are the main focuses:

- > Machine operation
- > Operation under process conditions
- > Programming
- > Troubleshooting and remedy
- > Maintenance
- > Documentation and validation

We provide tailor-made know-how. We organize our training program to suit your specific training requirements – for operators and service teams, for quality assurance staff as well as process engineers and management. Activities can be scheduled either at our facility or at your site.





Solution support



We protect your investment



The HEINKEL Group offers economic solutions for your production facilities. With upgrades and retrofits, we adjust existing systems to new requirements. Control upgrades ensure the modernization and extension of machine functions. Our individually assembled used machines are available quickly at an attractive price. We would be happy to advise you.

Controls & regulations

The HEINKEL Drying and Separation Group carries out control retrofitting and upgrades to install the latest system versions. This increases the reliability of production for the future by reducing faults and downtimes thus lowering costs. Due to the possibility of remote maintenance, inspections and troubleshooting can be carried out more quickly. Furthermore, the machine functions can easily be modified and extended to suit your requirements. The failsafe function means your system is less susceptible to faults. In addition, the direct connection of visualization systems and touch panels as well as an easier connection to external systems, such as DCS and datalogger, are readily possible. We would be happy to advise you.

Upgrades and retrofits

Our products are high-tech investment goods with a long life cycle. Subsequent optimizations and updates make it possible to adjust your systems to changed process requirements. This increases productivity and production capacity which in turn reduces operating costs. Sometimes it can become necessary to adapt your machines, instruments and control systems to comply with increased safety and validation standards. And we will help you do just this.

Used machines

As we take back systems that are no longer in operation, we have a large and constantly changing range of used machines on offer. They are completely disassembled, assessed, comprehensively checked in our factory and reassembled according to your specific requirements. We remove damaged parts and replace them with original spare parts of the latest design. Documentation is updated to match the as-rebuilt status. Additional equipment can be fitted and integrated into the control system depending on your requirements. Our used machines are available fast at an attractive price, including warranty. Our experience and expertise make it possible for us to modernize all third-party products.

Our service:

- > Mechanical refurbishing as well as upgrading of subassemblies and machines
- > Renewing the instrumentation taking into account current explosion protection regulations
- > Upgrade and modernization of control equipment and software
- > Documentation, redocumentation and qualification or validation

Our upgrade and retrofit services are also available for machines made by other manufacturers. You can also return your machinery to us when it is decommissioned.

Make new from old

"We needed three new systems all at the same time for the expansion of our production facility. To reduce investment costs, we decided to opt for used machines from the HEINKEL Group. The technicians completely overhauled the machines, brought them up to current electrical standards and adapted them perfectly to our requirements. The machines are precise and reliable. We are thoroughly impressed by what the HEINKEL Drying and Separation Group has to offer and the service the company provides."

Roberto Bandini, Project Manager



Tailor-made equipment for your application



With our decades of experience and expertise, we offer you tailor-made system components and software upgrades – individually set-up and optimized for your application.

Drive systems

We supply quickly exchangeable assemblies, such as gear-boxes and orbital arms as replacements or for re-equipping your machines – both for products of the HEINKEL Drying and Separation Group and for other makes. Our drive components meet the current guidelines of directives such as ATEX, CE, SIL or cGMP.

Ball segment valve

Our ball segment valve is a special innovative valve for pharmaceutical and fine chemical processes. It is particularly used for process equipment such as vacuum dryers, reactors and centrifuges – as both an inlet and discharge unobstructed full bore valve. The mixing screw inside can be tailored to the ball segment to the exact millimeter. Besides the standard flanges, the ball segment valve can be equipped with bespoke flange connections to suit existing reactor vessels.

*Individual,
customized,
optimized.*

Mixing screws

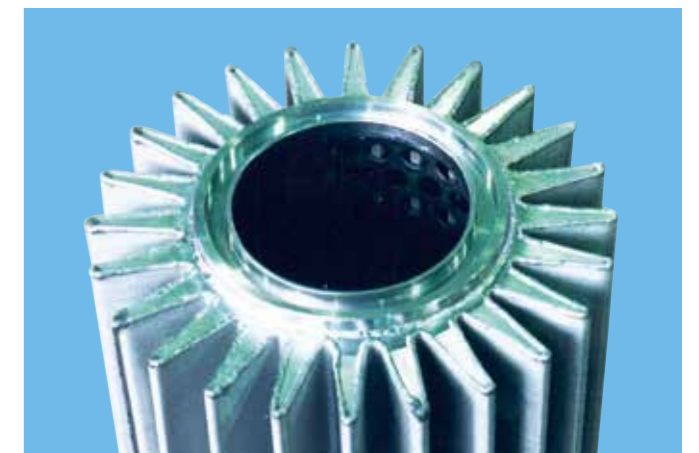
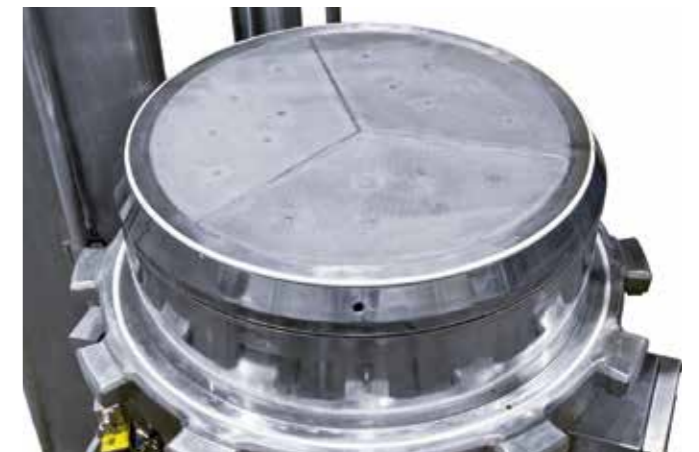
For typical mixing applications made from regular stainless steel and special materials, we have just the right screws in our portfolio – raw, polished or, if required, electropolished, with the necessary coupling and guide, cylindrical or conical, as well as in a suitable sanitary design, if so required. We supply our mixing screws as replacements or for re-equipping existing machines, even those from other suppliers.

Filter plates

We supply filter plates for all kinds of requirements regarding material and permeability. Whether fabric, such as cotton or polypropylene, insert filter elements made of metal, sintered multilayer filter plates or as a sterile configuration with the filter elements secured from below: Filter plates for filter dryers can be replaced easily and quickly. Either the complete filter plate is replaced or, in the case of a repair, only segments – whatever you require, even with systems from other manufacturers.

Dust filters

We supply customized dust filters for dryers, mixers and reactors according to FDA, GMP and EU guidelines even in small batches. We provide an entire range of different dust filters from simple filter bags made of polyester or PTFE including a support cage through full-fledged anti-static filter elements to complex pleated metallic fabric filter elements.





Sealing system for ball segment valve

High demands in terms of vacuum and pressure tightness are easy to achieve by retro-fitting our innovative sealing system in existing ball segment valves. The special geometry of the inflatable seal enables long-term, reliable sealing against solid, liquid and gaseous media. There is a wide range of seal materials available.



Working platforms

Safe, fast and easy to install: Our working platforms for conical process vessels make repair and service work on reactors, orbital arm and cone screw dryers and mixers easier. Built to suit customer requirements and with a modular design, they are the ideal alternative to the complex and time-consuming assembly of scaffold or wooden working platforms. Our platforms are of a stable aluminum construction, are TÜV-certified, CE-compliant and can be reused for many years.



Upgrade of CIP systems

The variety of diverse products and applications demands different solutions for plant cleaning. Our CIP systems focus on maximum hygiene with minimal downtimes. This enables productivity and product quality to be secured equally. Regular upgrades optimize your production process and simplify cleaning process validation.

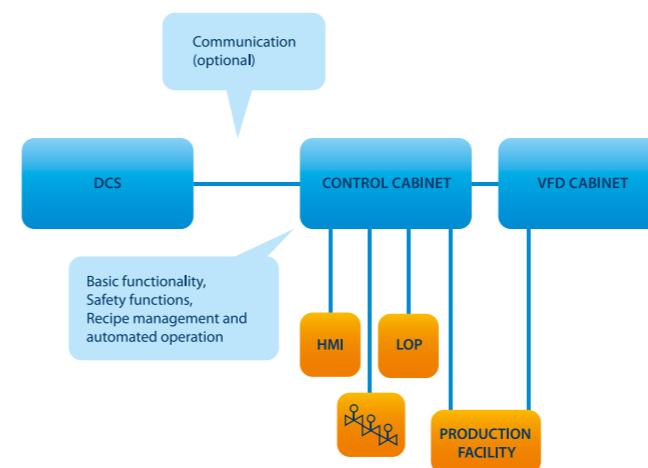
HMI upgrades

Modern HMI control panels are extremely advantageous when it comes to accessing system data and visualizing different system parts, operating and maintenance interfaces on a single, user-friendly platform. You also benefit from faster inspection and maintenance thanks to the possibility of remote support, from faster delivery times for spare parts as well as from a reduction in faults, downtimes and costs. The state-of-the-art touch panel, which can also be operated with gloves, provides a high IP protection and enables the simple and fast incorporation of customer-specific functions.



Upgrade from Siemens S5 to S7/ TIA

The migration of the control system Siemens SIMATIC S5 to Version S7/ TIA makes it possible to use the latest functions of process control technology and increase the productivity of your system. The upgrade ensures the continuity of control investments made to date, increases the efficiency of the machines and provides a cost efficient extension of the life cycle of your machine. The modern technology reduces the risk of machine downtime and reveals optimization potential. We can carry out the upgrade for you and thus increase the reliability of the production process.



HEINKEL Drying and Separation Group



The HEINKEL Drying and Separation Group combines more than 130 years of experience, reliability and innovative power of internationally active companies in filtration, centrifugation, mixing and drying technology. The group consists of the BOLZ-SUMMIX, COMBER, JONGIA and HEINKEL brands and offers one of the most extensive product portfolios in centrifuges, dryers, agitated nutsche filters, filter dryers, mixers, agitators and system components for the pharmaceutical, fine chemical, chemical, cosmetic and food industries. Their quality and reliability have an excellent reputation all over the world:

- > Lab centrifuges, dryers and mixers
- > Vertical filter centrifuges
- > Sedimentation and classifying centrifuges
- > Horizontal peeler centrifuges
- > Inverting filter centrifuges
- > Vertical dip coating centrifuges and de-oiling centrifuges
- > Ball segment valves
- > Nutsche filters and filter dryers
- > Paddle dryers
- > Pan dryers and central shaft dryers
- > Conical screw dryers and mixers
- > Agitators

The HEINKEL Group develops and produces top-quality components and full systems for process apparatus and systems in separating solids from liquids – with the professionalism of an international group and the flexibility and rapid response of a medium-sized enterprise. Decades of experience, sound know-how and reliable service with international after sales support make us a strong partner for your process technology.

HEINKEL Drying and Separation Group worldwide

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