



## “Superb service” from Spirax Sarco saves the day for pasta producer

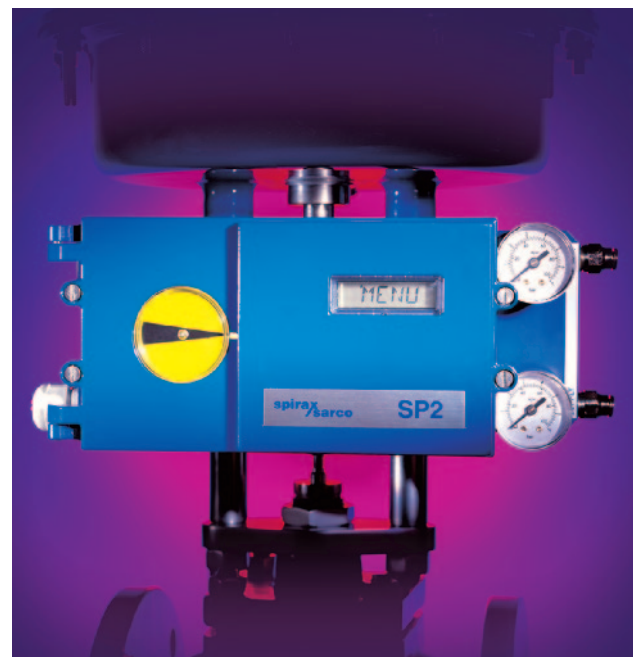
“Superb service” from Spirax Sarco saved the day when Bakkavor of Scunthorpe needed to replace two steam valve positioners at short notice.

The original Spirax Sarco SP2 positioners were part of a new line that was being commissioned to produce fresh pasta for a leading retailer. Unfortunately, the positioners had been fitted incorrectly by the original contractor. They were damaged beyond repair during installation and the engineers on site could not get them working. The positioners formed part of the control system for the pasteurisation process and the line could not operate without them.

### *‘The service was superb’*

With a customer inspection due the following day, Bakkavor needed a speedy solution. The nearest Spirax Sarco engineer was on site within hours, with two new positioners. Both replacement units were installed and running before 9:00am the following day, enabling Bakkavor to demonstrate its new line successfully.

“The service was superb,” says Maintenance and Project Manager Mark Exton. “It shows the sort of can-do approach that’s worth highlighting.”



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