



## A professional service program specifically for EasiHeat™ steam heat exchange packages, offering first class service and maintenance

### Benefit Summary

For Spirax Sarco EasiHeat™ customers our Service Agreement offers a high level of care which delivers many benefits:

- Assurance that your EasiHeat is operating at optimum performance and to original design conditions, helping to maximise your process efficiency.
- A maintenance program to ensure your EasiHeat is being regularly serviced to manufacturer's recommendations, reducing the risk of breakdowns.
- A rapid response from experienced service engineers, at minimum cost.
- The use of genuine Spirax Sarco or Alfa Laval spares, ensuring rapid delivery of the highest quality materials.
- Predictable maintenance budget planning and forecasting.
- Minimal spares stock holding.

### Service Agreement

By choosing to protect your EasiHeat equipment with a Service Agreement, you will receive a specialist maintenance program that not only ensures your system is running at its best, but helps to minimise costly downtime. There is never a convenient moment for your system to breakdown so a proactive preventative maintenance approach can help ensure smooth and efficient plant operation.

All service visits are handled by Spirax Sarco's nationwide network of service engineers. Their knowledge of the EasiHeat system is second to none, and you can be confident your equipment is in the best hands.

As part of your service agreement you will receive a written overview of the work undertaken during each visit, together with details of replacement parts and the overall condition of your EasiHeat unit. A service visit checklist is detailed overleaf.

### Service Agreement Summary

- Scheduled visits for routine preventative maintenance and inspection.
- Discounted daily rate for service visits.
- Prioritised booking of service engineers.
- Spares delivered to your doorstep and fitted on the day.
- Cost of all consumables\* used during each service visit.
- Optional 365 days per year 24-hour priority response.
- Technical support Monday to Friday.
- A service visit report for each scheduled visit.

\* Consumables included are detailed in the scope of work overleaf.

## Service Specification

Spirax Sarco service agreements deliver regular maintenance and servicing of your EasiHeat units, carried out by specialist Spirax Sarco service engineers.

|   | Scope of Work   |            |
|---|-----------------|------------|
|   | Six Month Visit | Year Visit |
| <b>ANNUAL AGREEMENTS TYPICALLY CONSIST OF TWO VISITS PER EASIHEAT UNIT PER YEAR</b>   |                 |            |
| Dismantle control valve, clean and visually inspect valve internals   |                 | ✓          |
| Visual inspection of controller, valve and actuator   | ✓               | ✓          |
| Visual inspection of all wiring and terminations  | ✓               | ✓          |
| Check all electrical connections for tightness  | ✓               | ✓          |
| Check configuration of controller   | ✓               | ✓          |
| Replace valve stem seals (once per annum)*  |                 | ✓          |
| Check valve/actuator/positioners, zero and stroke, adjust if necessary  | ✓               | ✓          |
| Ensure correct operation of internal circulation pump   | ✓               | ✓          |
| Ensure correct operation of piston actuated valve (if applicable)   | ✓               | ✓          |
| Functionally test to ensure correct operation and satisfactory temperature control  | ✓               | ✓          |
| <b>HIGH LIMIT CONTROLS</b>  |                 |            |
| Visual inspection of controller, valve and actuator   | ✓               | ✓          |
| Visual inspection of all wiring and terminations  | ✓               | ✓          |
| Check all electrical connections for tightness  | ✓               | ✓          |
| Check configuration of high limit controller (if applicable)  | ✓               | ✓          |
| Dismantle control valve, replace diaphragms (if applicable), refit new body gasket  |                 | ✓          |
| Functionally test high limit systems for correct operation (if applicable)  | ✓               | ✓          |
| <b>PLATE HEAT EXCHANGER</b>   |                 |            |
| Visually inspect plate pack for external leakage  | ✓               | ✓          |
| Dismantle plate pack during year ONE of the agreement. Assess condition, re-assemble recording next recommended date for inspection (depending upon condition of plates). Record plate pack serial number |                 | ✓          |
| Replace plate pack, in the event of external leakage  |                 | ✓          |
| <b>CONDENSATE REMOVAL</b>   |                 |            |
| Visually inspect APT14 pump/trap unit and test (6 monthly). Strip and replace with spares if required (once per annum)  | ✓               |            |
| Functionally test line drainage traps with Ultrasonic Leak Detector to confirm correct operation. Strip and replace with spares if required   | ✓               | ✓          |
| <b>ANCILLARIES</b>  |                 |            |
| Check and clean all strainer screens, re-fit using new cap gaskets*   | ✓               | ✓          |
| <b>PERFORMANCE CHECK</b>  |                 |            |
| Check secondary temperature is in line with operating requirements  | ✓               | ✓          |
| <b>OTHER WORK</b>   |                 |            |
| Functionally test operation of system and ensure satisfactory operation of control  | ✓               | ✓          |
| Visually inspect all components of system to ensure correct operation of package unit   | ✓               | ✓          |

\* Consumables include: diaphragms on high limit control, control valve plug and stem assembly packing, high limit body gaskets and strainer gaskets. Plate heat exchanger gaskets are NOT considered consumables.

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