

SARL SASKO'S DELIGHTFUL JOURNEY WITH THERMAX RESULTS IN LOYALTY



Service excellence is all about providing a timely assistance, delivering the promise, nurturing relationships and going an extra mile. At Thermax, we understand service excellence and practice it as our way of working.



Sarl Sasko Industrie is a chemical manufacturing company located in Algeria producing various chemicals like HCL, Caustic Soda (32% and 50%) and Sodium Hypo Chloride. In order to maintain the temperature of chlorine gas and sodium hypo chloride at the plant in Algeria, Sarl Sasko Industrie procured a double effect steam driven vapour absorption chiller of 150 TR from Thermax in the year 2013. The chiller has been providing chilled water at 6°C for their process cooling requirement. Post the successful commissioning of the chiller, the maintenance service has been with Sarl Sasko since 2013.

Due to poor quality of water circulated in the machine, the chiller, recently, was unable to provide the required outlet temperature. Sarl Sasko immediately contacted Thermax without any hesitation even after six years of successful commissioning of the chiller. This is the result of relationship and trust that Thermax had built with Sarl Sasko over the years.

With Sarl Saskos's responsive approach and transparency, Thermax was able to guide them to conduct various tests for understanding and identifying the problem. Out of which, the nitrogen leak test resulted in detecting leakages in 6 absorber tubes. This problem was majorly due to the poor quality water circulated inside the chiller. The leakages in the tubes also resulted in contamination of LiBr solution as it was getting mixed with water. Replacing the contaminated LiBr solution was one of the major challenges in this project.

Situated in a remote area in Algeria, the manufacturing facility of Sarl Sasko had a poor network connectivity which was a limitation adding up to the challenges. Overcoming these challenges, Thermax's expert service engineer identified, advised and rectified the issues over an array of telephonic conversations. With this smart customer service, Thermax helped the Sarl Sasko curtail the productivity loss effectively and helped them save \$16,000 approximately through this virtual service.



Sarl Sasko was delighted with this overwhelming assistance and service from Thermax which led them to place another order for a direct fired vapour absorption chiller of 430 TR as a part of their expansion plan. Also, they have ordered a double effect steam driven vapour absorption chiller of 150 TR for standby purpose.

By ensuring continuous customer communication and maintaining healthy relationships even after successful commissioning, Thermax not only delights its customers but also walks the talk of service excellence.