



With you at every step



Empowering Your Steam Engineering Products and Solutions with Excellence

Bringing you knowledgeable insights and information that will keep your Steam Engineering products up and running during and post lockdown period. Kindly refer to the Start-up Protocols for the product that is applicable to you.

CUSTOMER SERVICE BULLETIN	
DOCUMENT No :	SE/Startup Protocol/Process automation Rev: 00
PRODUCT :	PROCESS AUTOMATION
DIVISION :	HEATING - STEAM ENGINEERING

P r e C h e c k u p	Checklist	Yes	No
	1. Open bypass of traps & drain all the condensate.		
	2. Check & Clean the Trap float if required. Check proper condition of DCV's.		
	3. Lubricate the bonnet thread of the isolation valves of steam & water line. Clean the strainers of Steam, condensate & water line.		
	4. Drain any water accumulated in the air filter regulator (AFR) & adjust the air pressure as per specify on CV actuator.		
	5. Check the functioning of control valves with respect to 0-100%.		
	6. Check the incoming supply voltage before switching ON the panel. It should be 240 +/- 3% Volts. Voltage between earth and neutral should be less than 3 Volts		

S t a r t u p	<ul style="list-style-type: none"> • Close all the bypass valves. • Open all the isolation valves inlet & outlet of steam & water side. • Switch On the control panel. • Enter the process set point as per requirement & select the auto mode. • Once the heating & Curing cycle complete start cooling water the pump. • Once the desired cooling temp. achieved stop the cooling water pump.
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T r o u b l e s h o o t i n g	Problem	Solution
	Control valve not operating	No / low Pneumatic pressure.
		NO output from PID controller.
		Mechanical stuck-up.
	Condensate accumulation in process	No float movement in trap
		DCV after trap stuck
		Condensate line strainer chock
	Low process temperature	Set point in PLC/ controller changed. Check
		Temperature sensor/ sensor wire damaged.
		Low / No steam pressure.
		Steam control valve not opening.
	High process temperature	Set point in PLC/ controller changed.
		Steam control valve not closing fully or passing.

Do's and Don'ts	
Do's	
1. Drain AFR moisture daily once.	
2. Isolate power supply & apply LOTO during off condition	
3. Ensure all the check points are ticked to YES before starting the unit.	
4. Close the bypass valve when system in operation	
Don'ts	
1. Don't switch on the electrical panel without checking incoming voltage & earthing.	
2. Never operate the system beyond design parameters.	
3. Never close the compressed air line valve during operation.	



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Thermax Limited Steam Engineering Services recommends customer to get in touch with the local service engineer as per details given below :

1st Level

Region	Name of Service Engineer	Email id	Contact No
North (JK, PB, HR)	Puneet Panchal	Puneet.Panchal@Thermaxglobal.com	9717200940
North (NCR, RJ)	Devesh Maurya	Devesh.Maurya@thermaxglobal.com	8880464848
North (UP)	Sachin Srivastav	Sachin.Srivastav@thermaxglobal.com	9411953067
East	Pranay Mridha	Pranay.Mridha@Thermaxglobal.com	9830240010
West (MH, CG, GOA)	Anil Asangi	Anil.Asangi@thermaxglobal.com	8484856043
West (GJ, MP)	Vipul Gohil / Himanshu Vasava	Vipul.Gohil@Thermaxglobal.com / Himanshu.Vasava@thermaxglobal.com	9662064627 / 9033551798
South (AP, KAR, TS)	Sandeep Jampala	Sandeep.J@Thermaxglobal.com	8008145681
South (TN, KL)	Noor Mohammed	Noor.Mohammed@Thermaxglobal.com	8098734264
MENA, SEA, SAARC	B Santhanakrishnan	B.Santhanakrishnan@thermaxglobal.com	9607971978

2nd Level

Contact Person	Designation	Email Id	Contact No.
Sathiyababu V.	Head - Technical Service Group	Sathiyababu.v@Thermaxglobal.com	9486620370