

ABEC EMERGENCY RESPONSE SERVICES

PROBLEMS SOLVED
OVER A 2 WEEK PERIOD



CALL 1

PROBLEM Customer phoned ABEC about a scratch on a weld plate that they needed polished-out immediately.

SOLUTION ABEC Service Technicians arrived at customer location, remediated the scratch, and the customer was back in operation that day. Project documentation delivered to the customer.

CUSTOMER FEEDBACK "Thank you so much for your quick response time. Your assistance was greatly appreciated on this one!"

CALL 2

PROBLEM Customer contacted ABEC about a damaged Ingold port.

SOLUTION ABEC Service Technicians arrived at the customer location. Polishing the port alone would not meet the required specifications. The Ingold port was severely damaged. ABEC sourced emergency parts and placed an overnight shipment to the job site. ABEC cut out the damaged Ingold port and welded in a new Ingold port. The Ingold port was polished to customer specified surface finish R_a , inspected and signed-off by an Authorized Inspector. Project documentation was fast-tracked and delivered early.

CUSTOMER FEEDBACK "As always, a quick response and great service."

CALL 3

PROBLEM Customer contacted ABEC about pitting that was found on a 1.5" drain valve port and some scratches on an Ingold port.

SOLUTION ABEC mechanically polished the areas of scratching to meet customer specified surface finish R_a , and then electro-polished to finish the repair. Both ports were checked and within tolerance. Project documentation followed.

CUSTOMER FEEDBACK "Great job per usual! The Technicians were excellent at answering all of our questions and making recommendations. The work was completed in a timely manner and was professional throughout. "

The Industry's First Responder for Bioprocess Services

SITE EMERGENCY SERVICES - TROUBLESHOOTING & REPAIRS

ABEC understands that schedule is critical and unplanned bioprocess equipment downtime is not an option.

We are focused on getting to the root cause(s) of equipment problems and providing customers with solutions. Every emergency service includes full project Turn Over Package (TOP) documentation and Authorized Inspector if needed.

ABEC Service Technicians are trained and skilled professionals. Available anywhere, anytime, for all equipment, no matter the manufacturer.

- Expert equipment and process analysis
- Root cause identification; complete solutions
- On-site remediation
- Full testing and documentation
- Available anytime, anywhere

ABEC is your first responder for bioprocess services.



ABEC services the entire bioprocess.

To learn more, visit abec.com or email info@abec.com

CALL 4

PROBLEM Customer contacted ABEC about a weld plate that was scratched when a loose agitator bearing caused the impeller to contact the weld plate. A service quote was fast-tracked and delivered to the customer.

SOLUTION ABEC Service Technicians arrived at the customer site at 7:00am, to perform confined space entry and polishing. The vessel was back in operation by 2:00pm. Project documentation was fast-tracked and delivered early.

CUSTOMER FEEDBACK "Turnaround and the repair of the vessel performed by the ABEC Services team were absolutely amazing. Thank you ABEC!"

CALL 5

PROBLEM Customer contacted ABEC about multiple sheathing cracks on non ABEC vessels. Customer asked for urgent repair.

THE SOLUTION ABEC Technicians were dispatched immediately. Sheathing cracks on four vessels were welded and polished to customer specified surface finish R_a , followed up with project documentation.

CUSTOMER FEEDBACK "It was great you could meet our urgent request and get the repairs done so quickly."

CALL 6

PROBLEM Customer from Call #5... while on site, ABEC was notified about scratches on a manway.

SOLUTION ABEC Technicians repaired the manway scratches as well, in the same site visit.

CUSTOMER FEEDBACK "The two service technicians came to service our vessels and the manway scratches and brought great attitudes. They got the jobs done."

CALL 7

PROBLEM Customer contacted ABEC about potential Ingold port problems.

SOLUTION ABEC arrived and cut out the damaged Ingold ports and welded in new Ingold ports. That same day, the Ingold ports were polished to customer specified surface finish R_a , inspected and signed off by an Authorized Inspector. Customer was provided with a memo validating ABEC materials and surface finish in order to rush the vessels back into operation. Project documentation was delivered three days ahead of schedule.

CUSTOMER FEEDBACK "I didn't even know ABEC was here. Awesome job."

CALL 8

PROBLEM Customer contacted ABEC late in the evening about a vessel that had ferrules recently welded in by a non-ASME code company. The customer needed the vessels properly repaired urgently.

SOLUTION ABEC Service Technicians cut out the two ports added by a non-ASME welder, replaced them, and in addition, added two more ports. Repairs were inspected and approved by an Authorized Inspector. Project documentation immediately followed.

CUSTOMER FEEDBACK "ABEC is our go to provider for our equipment. They are quick to respond, knowledgeable, and always provide solutions."



ABEC services the entire bioprocess.
To learn more, visit abec.com or email info@abec.com