

# Pulp and Paper Manufacturer Improves Safety and Reliability with Emerson's Impact Partner Service Program

## RESULTS

- Improved process availability, reduced downtime and total cost of ownership
- Enhanced safety with compliance to ASME, National Board and regulatory requirements

## APPLICATION

Pressure Relief Valves

## CUSTOMER

Major pulp and paper manufacturer providing pulp used in consumer products

## CHALLENGE

The customer experienced recurring down time due to a PRV that failed shortly after installation. This valve was installed on a deaerator tank in the power boiler system. PRV reliability impacted the process availability, creating a safety risk for the operator and leading to unintended maintenance costs.

Looking for an alternative service provider, the customer requested that the Emerson Impact Partner conduct a Root Cause Failure Analysis. It was found during this analysis that the PRV resembled a remanufactured valve with nearly 50% of the components out of tolerance or damaged and not to OEM specification.

## SOLUTION

A new valve was assembled and quickly provided by the local Impact Partner from their inventory. The availability of a local Emerson Impact Partner that can provide service in compliance with NBIC with valves and parts conforming to OEM specifications helped the customer reduce downtime and total cost of ownership.

## RESOURCES

- Crosby J-Series Catalog
- Lifecycle Management of Pressure Relief Valves
- Crosby J-Series Animation

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*Remanufactured or salvaged PRVs can be of unknown origin, with no traceability or repair history, rebuilt with non-OEM or used parts.*



Emerson Impact Partner

