



PROJECT REPORT:

Competitor Coil Replacement

BAC 4 WEEK LEAD TIME



In a bind, a northern steel mill operating under perpetually freezing conditions called BAC with a pressing concern: six of the eight coils on their existing fluid coolers had failed and were leaking.

Excellent Lead Times on Replacement Coils

Determined to respond to the customer's needs, BAC took immediate action:

- The technical process was simplified by using a custom template to record the necessary measurements and observations
- BAC offered a lead time of less than 4 weeks for the manufacture and delivery of 6 new BAC coils
 - A competitor quoted a 10 week lead time



BAC: A Wide Range of Capabilities

Replacing the coil was one of many solutions that BAC offered. Jeff Ridenour, the BAC Representative from Sundquist Company, explained that "[the] system is 'open site' drain and not closed and pressurized," which means it could be equipped with either open or closed circuit cooling towers.

- BAC has the flexibility and expertise to consider various combinations of open and closed loop solutions
- BAC has a broad product offering, having a range of options to satisfy multiple customer concerns



The mill elected to purchase 6 BAC coils and also installed plate and frame heat exchangers between the process and fluid coolers, allowing the fluid coolers to be filled with glycol in a closed and pressurized system. Ultimately it was the responsiveness and adaptability of BAC and the Sundquist Company that provided a solution.



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