

Field Service

The GPM Field Service Team Brings the Heat

SUMMARY

Northern Minnesota steam plant calls on GPM when a critical pump went down - saving potential heat loss for thousands

THE CUSTOMER

Public Utilities Provider

THE CHALLENGE

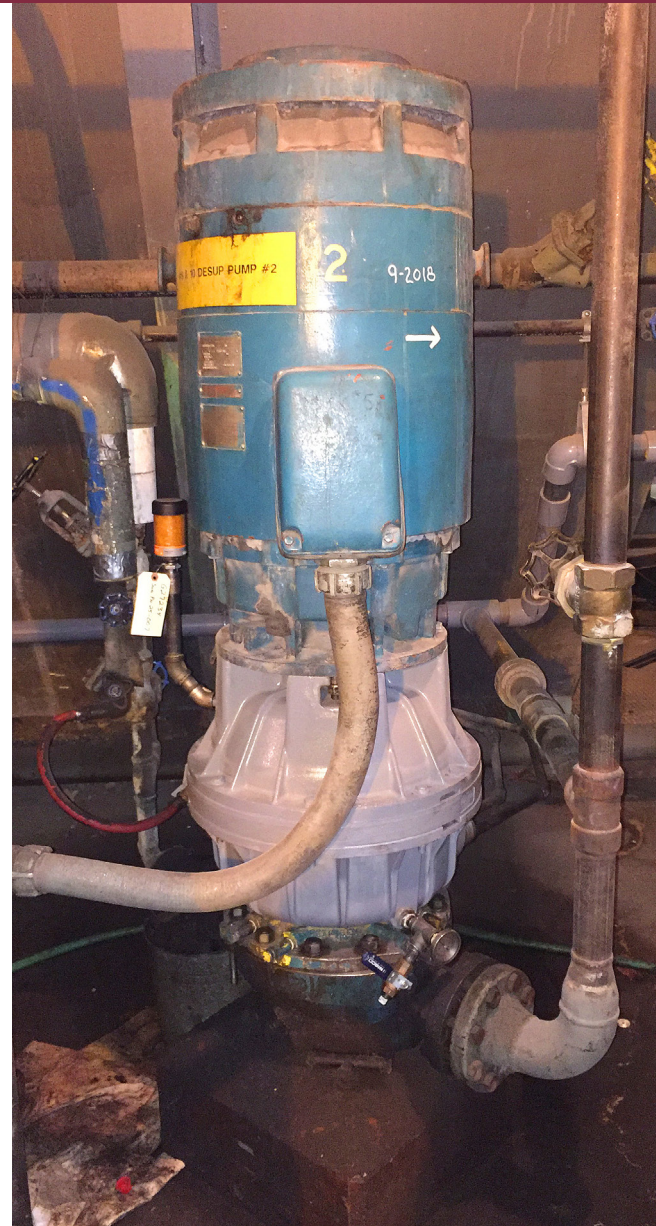
Steam can be used in several different applications but often acts as a primary source of heat for many towns and cities across the country, dating back to the late 1800s. While steam generation methods have changed with time and innovation, its importance has not, especially in the northern U.S., where colder temperatures dominate for much of the year. When steam nears the end of the generating process, before it leaves the plant, it must be the appropriate temperature and pressure to supply heat to thousands of commercial and residential areas. One piece of equipment, known as a de-superheater pump, is critical to this process. It helps reduce steam pressure and temperature so the steam leaving the plant is safe. If the pump is not operating correctly, or is down completely, plants may not be able to provide steam to customers. When the northern Minnesota plant lost one of its de-superheater pumps unexpectedly, there was a very high possibility that no steam could be released. As winter was just around the corner, an extended outage could put thousands at risk. That's when the call to GPM Field Service came in.

HOW GPM HELPED

GPM Field Service deployed a team of technicians to the site to evaluate the problem immediately. Having factory-trained technicians for these pumps proved critical in the evaluation process. The GPM Field Service team made a timely decision that the best option was to remove the pump from service and bring it back to the GPM Service Center for an emergency repair. Upon arrival, GPM worked around the clock to conduct a thorough inspection, and by having an extensive inventory of spare parts, commenced with repairs quickly and efficiently. GPM rebuilt the pump and gearbox back to OEM specifications ensuring the highest level of quality and reliability.

THE RESULTS

The GPM Field Service team finished repairs on the critical pump and drove straight back to the customer for reinstallation. Once the GPM team completed the installation, they assisted with startup to ensure everything was back online and running properly. The operation has been running smoothly ever since.



De-superheater pump, motor and gearbox arrangement

THE GPM FIELD SERVICE TEAM SERVES ALL INDUSTRIES INCLUDING:

- Mining
- Power
- Refining
- Public Utilities
- Paper & Pulp
- Water & Wastewater
- General Industry
- Agriculture
- Food & Beverage
- And more