

CUSTOMER STORY

In the words of the customer...

“The Propylene Compressor for the WAX line process is one of the most critical pieces of machinery in Calumet’s facility, not only for its complexity but also because of its impact on the plant’s costs. During regular visits to Calumet, the Emerson Impact Partner for that region - John H. Carter Company - identified a Bentley Nevada 3500 rack as one needing an upgrade. They provided us a proposal for comparison and budgeting purposes to replace that “sick” BN 3500. As trusted advisors, John H. Carter’s representative explained to Calumet’s team the importance of prediction to foresee what could happen to that extremely important machine and presented to the team the AMS 6500 ATG prediction and protection capabilities. That was when we discovered that with the BN 3500 our process was running blind to an in-development problem in our machinery.

A few months after their visit, we experienced an unplanned outage due to the BN 3500 failure. At this time the BN 3500 stopped communicating with our DCS and the cards started to fail. We had no spare cards available and we knew getting new ones to replace those would not be an easy task. Our first action was to call GE, as it was our reference for past vibration systems, but unfortunately all we received from GE Technical Support was a case number and a “we will call you”. But, nothing happened – they did not call back. The lack of GE support was a key turning point for us in deciding to give Emerson and John H. Carter the opportunity to replace that rack. Other drivers that led us towards our final decision to replace our BN 3500 with Emerson’s AMS 6500 ATG system included price, support and replacement flexibility:

- *John H. Carter proactively worked with our team to identify a potential problem and provide us support and a quote before we ever considered swapping that rack.*
- *AMS 6500 ATG universal modules gives us more confidence that we will always have the right part in our stock in case we need to replace a defective card in the future.*
- *Flexibility of the universal cards to accept a wide portfolio of third-party sensors was very important to our project and budget constraints.*

After our decision, we still had a concern about the whole installation and startup process. But that fear was quickly eliminated as John H. Carter was on-site that weekend and completed the installation and startup in 3 days. They not only completed the task at hand but identified several bad/broken sensors that were putting other equipment at higher risk.

Two weeks after Emerson’s installation was complete – and three weeks after we reached out to GE for support - we finally received a call back from GE.

We are very pleased with the system and everything is working better than our other system. We now have a simple and cost-effective process, which is as important as the reliability of our compressor. We would highly recommend Emerson’s AMS 6500 ATG as the vibration prediction/protection system for other highly critical machines throughout our company.”

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