

ZEECO RAPID RESPONSE TEAM DELIVERS ON DEMAND

Aftermarket shouldn't equal afterthought. At Zeeco, we took a long look at the typical challenges our customers faced in getting the right parts within the demanding timeframes that define the petrochemical and related industries. After years of aiding customers who have faced a sudden need for replacement parts or equipment, the Zeeco Aftermarket Parts and Service team decided to change nearly every aspect of tight turnaround projects for customers. Our answer is the Rapid Response Team, or RRT. Designed to shrink production times through the development of a separate aftermarket workflow, the RRT eliminates the common problem of bottlenecking, or interrupting the existing project schedule. Featuring a separate production facility with machining, welding, plasma cutting, pipe bending, cutting and threading all in-house are what separates Zeeco's RRT production capabilities from the approach of typical aftermarket parts suppliers. With the addition of a separate quality control/inspection team, purchasing and supply chain management, and in-house packaging and shipping, our RRT has international manufacturing capabilities for an urgent project response on a worldwide level.

Why the Zeeco RRT? Zeeco's combustion engineers understand the challenges of meeting emissions regulations and project deadlines in the Gulf Coast. Refineries and chemical plants experiencing an unplanned outage due to equipment failure or damage count the cost per hour until the plant is up and running again, and the pressure to deliver a replacement part as soon as possible can be intense. Zeeco's RRT is built from the ground up to handle the pressure from the quote/engineering process through to shipment or installation of the new part. When a Gulf Coast refinery recently experienced a plant upset in production on a Friday, initiating what is known as a 'Friday fire drill' as the maintenance and operations team at the plant tried to source must-have parts, they called Zeeco. The RRT went into action and had pilots, auxiliary lances, wind boxes, gas tip and riser assemblies, plenums, and burner tiles all produced and ready to ship in four days. The RRT regularly replaces gas tips or other parts on an expedited basis, whether ZEECO® brand or a competitor's, keeping customer outage times to a minimum.

A follow up visit from the Zeeco Houston office experts ensured the problem was fixed for good and was the final step in quickly responding and solving a maintenance crisis. Our Zeeco Houston Service Center provides local service to the Gulf Coast region 24/7 including boiler/heater tuning, start-up assistance, installation, burner cleaning, controls upgrading, and more. With approximately 17,000 square feet of manufacturing space and the largest Gulf Coast permanent presence of sales and service personnel of any combustion company in the world, Zeeco achieves better support and response times for our customers than anyone in the region.

Beyond just a quick response when something goes wrong, Zeeco works with customers to do proactive and preventative maintenance. Zeeco's industry-leading combustion experts have deep experience and knowledge from working on-site in the world's largest facilities. Our team conducts preventative and cost-saving pre-turnaround maintenance inspections. We perform a complete inventory analysis and component checklist to help customers order the necessary parts and components needed for the next plant turnaround. The customer will not only save on expediting fees but also save by eliminating potential



The Zeeco service team in action.



Zeeco's Rapid Response Team has separate manufacturing/fabrication facilities and workflow, including plasma cutting tables, welding, and purchasing to meet quick turnarounds and tight deadlines.

errors caused by inexperienced technicians and avoid unnecessary plant downtime. By choosing an experienced Zeeco combustion expert, long-term maintenance costs are greatly reduced and the lifespan of the current equipment is prolonged.



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real time responsiveness^z

THE POWER OF Z



In an industry driven by tight turnarounds and critical paths, there's no time to waste. Waiting for the call back. Waiting for quotes, parts, and startup...

Built on a foundation of deep industry experience and having engineered the most challenging combustion equipment in use today, the ZEECO® Rapid Response Team changes everything. Whether our burners, flares, and incinerators or the competitions' equipment, we help you stop waiting and start running.



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