

INTERVIEW

In the interview with CEO Nicolaus Krämer and CCO Sebastian Dahlke

TAILOR-MADE

Our canned motor pumps at Noretly in Norway

EASILY EXPLAINED

Animations for canned motor pumps on our website

Pursuing strategy of structured growth

360° in the interview with CEO Nicolaus Krämer and CCO Sebastian Dahlke

Reorientation
Pump portfolio



More and more demanding technical equipment and projects on the side of the user as well as the dynamics of the market environment demand reliable production and logistics processes in all sectors. HERMETIC is aware of its responsibility and wants to continue to inspire you, dear customers. With a refined product portfolio, which we will present for the first time at the world's leading trade fair ACHEMA.

Our pump portfolio, based on market and customer needs, will be divided into two areas in the future: the high-end E-Line products and the configured new V-Line products.

360°: Which goal do you pursue by the reorientation of your product portfolio in E-Line and V-Line?

Nicolaus Krämer: The essential thing is to achieve clarity for our customers, to have transparency in the names and to focus on the essential customer needs, because different customers have different needs.

360°: What is special about the V-Line as opposed to the E-Line?

Sebastian Dahlke: A clear focus on the needs of our customers. This is how the V-Line has been created. Some people want quality and highly technological component in the products. Others focus on delivery time and price. This should be taken into account and the products should be differentiated more closely according to customer needs.

360°: Are there further differentiations in terms of quality, reliability or safety?

Sebastian Dahlke: There are no differences, same quality, same technology. However, a clearly defined V-Line product portfolio for specific areas of applications. This makes the V-Line particularly attractive in terms of delivery time and price for plant manufacturers and end customers.

Nicolaus Krämer: The customer receives a product that fully meets the HERMETIC's quality standards. And the ZART® system is also part of the V-Line. HERMETIC has a unique selling point – also with respect to our competitors. We have completely counterbalanced the axial forces in our products. And as ZART® says: Zero Axial and Radial Thrust: zero residual forces in our pumps guarantee extremely high reliability in the processes of our customers.

360°: HERMETIC has invested a great deal in the future in recent years. The construction of a new shop floor at company headquarters in Gundelfingen has expanded the production area by 3,500 square meters. What does this increased production area mean for future projects?

Sebastian Dahlke: The construction of the new shop floor allows us the realisation of the projects which due to the special size and weight were not feasible. In addition, the shop floor provides space for state-of-the-art testing technology. Our new test facility is one of, if not the most advanced in the today's

pump industry. We could considerably increase our quality standard.

Nicolaus Krämer: At the same time, we have achieved an optimized value stream in our production and processes. The lean concepts have thus been entirely realised. We have sufficient potential to grow with the market requirements.

Save the Date

Every three years, ACHEMA is one of the most important trade fairs and indicators for innovation and market development. From 11 to 15 June 2018 HERMETIC will be again in Frankfurt to present the new canned motor pump product portfolio, which has been redesigned with **E-Line and V-Line**.

Do not miss HERMETIC's reorientation and visit us at our **stand D4 in hall 8.0**.

Experience live the possibilities of our product portfolio tailored to your applications and **requirements**. Our incentive: boundless enthusiasm for extraordinary challenges.



More information is available at:
www.hermetic-pumpen.com



A canned motor pump according to API 685 in preparation at the new test bench

360°: What has changed with the reorientation of your product portfolio in production?

Nicolaus Krämer: An improved segmentation of production, i.e. a clear focus on the standardized processes, such as for the V-Line or the ETO (Engineered To Order) E-Line products, we are much more flexible with a focus on our core competencies, quality, precision and safety.

Sebastian Dahlke: In addition to product characteristics, customer requirements for management systems, certifications such as ISO 9001 and ISO 14001 as well as occupational health and safety are increasingly of major importance. For many customers, the safety of employees has the highest priority. This is why HERMETIC has been certified by the German employers' liability insurance association to obtain the quality seal "Safety with System" according to NLF/ILO-OSH 2001.

360°: In the industry – no matter which application – dynamics, precision and efficiency are increasingly important. Reliability plays a prominent role, especially in large systems. How do you improve your customers' position on the market?

Sebastian Dahlke: With our pumps, we are constantly setting new standards and have always been offering high precision, durability and reliability. To this end, we developed a number of monitoring systems, such as the already known MAP for the E-Line and ACS

for the new V-Line. The above-mentioned systems contribute – in addition to the quality of our pumps – to the reduction of consequential costs and increase the profitability of plants.

The following is true for all series: wherever and whenever our customers need us, we are never far away due to our global service and contract partners network – during the entire life cycle of the plant. We offer worldwide service. The customer support at the company headquarters in Gundelfingen is open to the customers 24/7 and processes their concerns immediately. As the feedback shows, customers feel in good hands at HERMETIC.



CCO Sebastian Dahlke

360°: Is the increasing global presence – in 2017 HERMETIC moved into a new company building in Houston, USA – among other things due to the closeness to the customer and being up-to-the-minute as regards the requirements of the respective markets?

Nicolaus Krämer: HERMETIC has always been there, where our customers are. This has been the company's philosophy for more than 150 years and will be so in the future. This helps us to achieve a close presence and a good contact to the customer. Before considering a product development more closely, we always research into the requirements of the markets and regions. Based on them, we determine the necessary certifications and the product design. Both are the basic requirement we have and want to meet, at a very high level.

360°: HERMETIC is known primarily for customer-specific solutions. HERMETIC pumps are especially used in applications with extreme requirements in often highly explosive and/or demanding environments such as chemicals, oil & gas and refrigeration. At the AICHEM, you will not only present the canned motor pump of a considerable size, but also show the power of innovation and technology leadership of your company. Will this change with the preferred V-Line series? What is your strategy for the future?

Nicolaus Krämer: In existing applications we would like to go deeper. This can result in synergies with other industries. In the future, the V-Line will open up fields of competence in which we are not yet active.

Sebastian Dahlke: HERMETIC pursues a clear strategy: we rely on structured growth. The portfolio in



CEO Nicolaus Krämer

the core markets will be completed. The V-Line is another structural block for serving all areas in the core markets. Regional characteristics also play an important role here: Asia requires products other than the United States, for example. To be able to offer compatible products is a challenge for the respective market and the respective industry.

A solution for demanding tasks

Canned motor pumps used at Noretyl AS (INEOS) in southeastern Norway



Canned motor pumps with tandem design

During the modernisation of an ethane cracker plant, HERMETIC-Pumpen GmbH supplied two 12-stage, sealless, canned motor pumps from the CAM 32/6+6 series.

The pumps are part of this petrochemical plant, which ensures the provision of raw materials to the company-owned plastics manufacturers at the integrated site Noretyl AS.

The supplied canned motor pumps from the E-Line series have been specially developed in "tandem" design for the system. They convey the fluid [C3 fraction with propylene as main constituent] at a temperature of 22°C. The delivery height [H] is 379 m at a volumetric flow rate [Q] of 7.8 m³/h. The pump units are designed for a nominal pressure of 40 bar and have temperature- and level-monitoring features. For online monitoring of the hydraulic axial bearing, a rotor-position monitoring feature (MAP) is also provided.

In individual projects, as in this case, customer requirements form the basis of any design. The result achieved: the tandem multistage pumps, are truly one-of-a-kind on the market. The unique arrangement of pumping stages results in minimal shaft deflection and load relief at the slide bearings. The HERMETIC technology "ZART®" (Zero Axial and Radial Thrust) ensures that the rotor unit runs contact-free and wear-free.

The special feature of our canned motor pumps: They have no fault-prone components such as shaft seals, couplings and friction bearings and are therefore particularly impressive in the most difficult operating conditions. The leakproof pump design ensures the safe conveyance of hazardous and valuable products, while high availability and long service life are characteristic features associated with it.

Moreover, these hermetically-sealed pumps help to enable applicable environmental and work safety requirements to be met.

Previously, Noretyl AS had only used conventional centrifugal pumps with dynamic shaft seals. In light of the challenging conveying application and the desire to increase system availability and minimise maintenance costs, the urgency of the use of an alternative pump technology has become evident. After a detailed evaluation of the possible solutions, Noretyl AS opted the technology of the canned motor pumps. High security and availability were decisive.

With HERMETIC Noretyl AS has found the ideal project partner. Our canned motor pumps offer impressive features such as ease of installation, compact layout, quiet and vibration-free operation and a comparatively small amount of instrumentation. For decades in the petrochemical industry. Such pumps are used both in greenfield projects and as a replacement component for problematic pump units in existing plants. All HERMETIC pumps, whether standard models or customised pump solutions can be designed in compliance with the technical oil and gas directive API 685.

HERMETIC can provide reliable solutions for virtually any type of pump usage, from simple applications to the conveyance of conventional liquid gases and right through to cryogenic applications. Even with extreme process parameter values such as system pressures of 120 MPa and temperatures of 450°C the E-Line canned motor pumps can be operated. You have the requirements – we have the solutions.

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The advantages at a glance:

- ▶ An optional pressure casing above the steps reduces sealing points and minimizes the risk of leakage.
- ▶ The multistage HERMETIC canned motor pump is self-venting.
- ▶ Canned motor pumps with tandem design are preferably used for smaller conveying capacities in connection with larger travel heights. The highest differential pressures with a compact design are reliably achieved.
- ▶ Compared to the single-stage pumps, larger travel heights result in improved efficiency and lower NPSH values. The approach is: Every step counts!
- ▶ Multistage HERMETIC canned motor pump is wear-free and maintenance-free during continuous operation due to the hydrodynamic sleeve bearings.
- ▶ The liquid-filled canned motor has low noise and vibration and offers double security to prevent leaks.

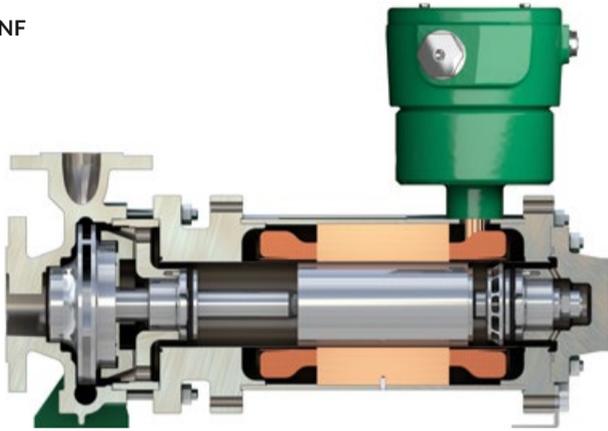
Functionality simply explained

Animations for canned motor pumps

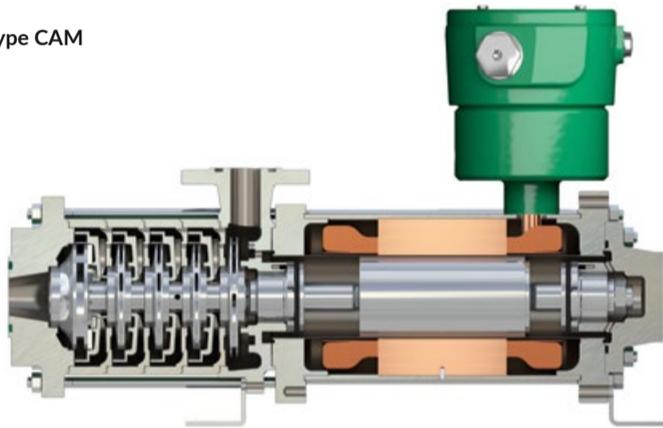
From now on, three pump animations are available on our website. Convince yourself of the technical advantages of our products described in the spec-

ification of the functionality and operation of the various versions of hermetic centrifugal pumps.

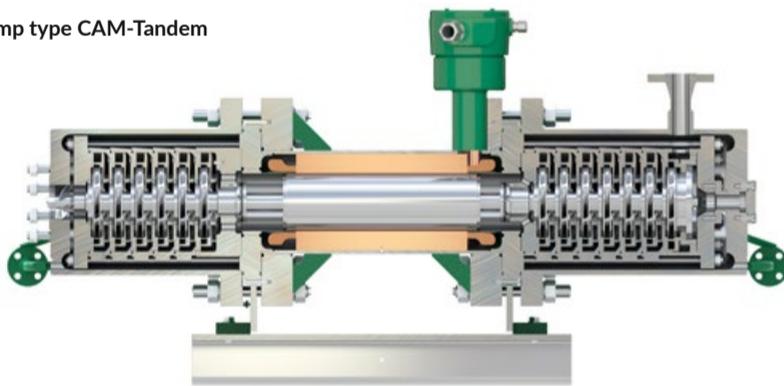
Canned motor pump type CNF



Canned motor pump type CAM



Canned motor pump type CAM-Tandem



Quality with letter and seal

Audits successfully completed

Two audits could be successfully completed the end of 2017.

DQS GmbH has inspected our quality and environmental management system in accordance with ISO 9001 and ISO 14001, evaluated it and certified it successfully. Part of the certification according to ISO 14001 involves having a sustainable concept for preserving resources, minimising the use of media and materials (such as electricity, metal, lubricants and cooling agents) and having a comprehensive strategy for recycling and waste prevention. Resource-saving production of canned motor pumps for the environmentally friendly and safe conveying of hazardous fluids – the circle closes.

Another milestone for more environmental protection is our new hazardous materials warehouse, which we have set up as part of construction of our new shop floor. Both the containers designed for this purpose and the installation location meet the strict requirements of the AwSV (Ordinance on Installations for the Handling of Substances Hazardous to Water), which came into force in 2017.

Always in search of potentials for improvement, we were audited for the first time by the German employers' liability insurance association Wood and Metals regarding occupational safety and health. HERMETIC was awarded the "Safe with System" quality seal after the successful certification.

Dates

Trade fairs

HERMETIC is represented at numerous trade fairs at home and abroad. We look forward to your visit. If you would like a personal meeting, please contact us in advance: messen@hermetic-pumpen.com

- **ACHEMA – Frankfurt, Germany**
11-15/06/2018
- **CHILLVENTA – Nuremberg, Germany**
16-18/10/2018
- **ADIPEC – Abu Dhabi, UAE**
12-15/11/2018

Training

With our training courses we turn you into a pump expert. Whether beginner or expert, whether plant operator / owner, project engineer or plant engineer. We adapt our training courses to your wishes and requirements.

- **Seminar S01, 11/10/2018**
Die Spaltrohrmotorpumpe in der Anlage und Explosionsschutz von Spaltrohrmotor-pumpen
- **Seminar S02, 24+25/10/2018**
Instandhaltung von Spaltrohrmotor-pumpen
- **Seminar S11, 07/11/2018**
The installed canned motor pump and explosion protection of canned motor pumps
- **Seminar S21, 14+15/11/2018**
Maintenance of canned motor pumps

Further information is available at: www.hermetic-pumpen.com/en/service/seminars. Registration documents are available at the same address.

Please send any further question to: seminare@hermetic-pumpen.com

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