

Increasing Sales with Service -



Using the Water Jet Packing Extractor to increase packings sales

The Water Jet Packing Extractor has been an efficient sales tool, for over 20 years, in increasing packing sales and packing usage with end-users. Starting back in the late 80's near the onset of "live loading" programs, or wherever large packing programs have developed, somewhere in the mix, the packing extractor has had a prominent place. It is the only way that end-users can do large quantities of valves during standard plant outages/turnarounds.

Typically, in all large packing projects, either the plant has owned an extraction machine or a distributor has owned a machine and rented it to the plant during the outage/turnaround or the service company who did the repack services owned a machine. In today's business climate, the use of this machine coupled with packing programs makes even more sense.

The trend today, in all industries, is plants want to increase the operating time between their scheduled outages, they want to shorten their scheduled outages and, unfortunately in many cases, they are trying to do this with fewer maintenance people. How will our customers achieve these goals? First, these goals can be achieved by upgrading their sealing technology, so things do last longer and less rework is required during outages/turnarounds. And, secondly by utilizing technology like the Hydro Jet Packing Extractor which allows plants to do more work in a significantly shorter period of time.

Everyone agrees that unpacking valves is a time consuming process and time is money! Unpacking valves with deep stuffing boxes can take 2-3 hours. With the packing extractor machine the same job can be done in 5-10 minutes. Now, with this said, what is a packing manufacture/distributors real motivation for having customers use this machine?

1. The more pieces of equipment a customer unpacks during an outage, the more packing they need for repack.

2. However, more importantly, the end-user can do a better job using the packing extractor.

The standard method of removing packing from stuffing boxes is by using standard packing extraction tools. Many companies make these tools. These tools consist of hardened steel tips which are introduced into the stuffing box at such an angle that they inevitably go directly into the valve stem or the shaft sleeve. Most damage is done to valve stems from manual packing extractors, or the other tools they make themselves (old screwdriver blades, etc). If a customer scratches a valve stem with a packing hook and he leaves the scratch there, if it is a rising and falling stem, the scratch will cut a leak path right through the new quality packing material. If it is a rotating stem, it tears and rips the entire I.D. of the new packing. The result is the customer says "your packing is no good because it failed!" The packing did not fail; their antiquated unpacking methods were the cause of the failure! But, packing companies are not in the excuses business; they are in the solution business.

In other instances, because unpacking valves is a difficult and laborious job, some service company and maintenance people do not completely unpack the valves. They simply remove the top couple of packing rings and install two or three new rings. This will result in premature failure and it is not the service company who is blamed, it is perceived that the packing does not last very long.

Another scenario deals with the condition of the stuffing box bore. When old packing is removed from a stuffing box, there is always some degree of rust, scale or greasy material remaining on the stuffing box bore. The new packing is installed, tightened and pressurized and what do you end up seeing? O.D. leakage in the stuffing box; O.D. leakage, this is a static seal! I.D. leakage, this might be understandable, but O.D. leakage? In reality, the leakage is moving through the residue left on the stuffing box bore, behind the packing. Another nice feature of the Hydro Jet Extractor is any loose material or grease is "blasted" away leaving clean metal that the packing is more than capable of sealing against.

A good number of distributors and direct operations have for many years used the Hydro Jet Packing Extractor to increase their packing sales and enhance their image as a full service solution supplier. Combining technologies like this will be what allows one to stand apart from their competition.

Some of the innovative ways that distributors globally have used the Extractor to increase their sales are interesting and sometimes truly innovative.

1. Many distributors simply sell the units to their customers.

2. However, a good number of distributors rent the machines to plants during their outages. This is a profit generating technique from two aspects, first the revenue generated from the

rental and more importantly, additional equipment unpacked will require more packing material.

3. A number of distributors offer "Unpacking Services" where they send the machine and a technician into a plant during outages to unpack valves for the customers and in numerous cases this has led to distributors starting to become more involved in service offerings, like valve and pump rebuilding.
4. Some distributors, who own machines, have been successful in beating the competition on packing contracts that go "Out for Bid" by offering 3 days free usage of the machine, during the outage, included in the bid. If the plant needs it longer, they would pay the daily rate.
5. One very progressive thinking distributor, on a packing bid/quote of \$130,000.00, stated "if we receive the bid, we will include a Hydro Jet Packing Extractor for you to keep free of charge. What the distributor was actually giving the customer was about a 10% discount. But, what the maintenance manager saw was a fantastic tool for his maintenance shop which did not impact his maintenance budget and he fought against purchasing who wanted to go with another supplier.
6. A number of distributors, on packing quotes of \$20,000 plus, just automatically include quotation for the packing extractor.

Everyone wants to increase sales and grow their market share. By using the Water Jet Packing Extractor as a sales tool, you give yourselves one more advantage over your competitors. Not only can you provide the sealing SOLUTIONS, you can also assist in upgrading people's maintenance practices and methodologies. Make the Water Jet Packing Extractor part of your mechanical packing sales plan.

Website: Hydro Technology Systems Inc

Contact: Bert Strander: (504)-347-6277 within US 1-(866)347-6277

Fax 504-347-5548 email: hydrotechnologysystems@cox.net