

# The Education Issue

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## **KLINGER News** 10/2013



## KLINGER GEBETSROITHER offers standard-compliant training for specialised seal mounting personnel

**The correct mounting of seals is essential for their perfect long-term use. To ensure the quality of mounting technicians, Klinger Gebetsroither GmbH & Co KG is offering a training according to EN 1591-4.**

Even the best seal can only function if it was mounted properly. Incorrect mounting of seals not only causes comparatively simple leaks – production breakdowns with high costs, explosions and in the worst case even personal injury can result.

Previously, companies had to trust in the experience of mounting technicians without being able to apply an objective standard.

With the enforcement of the fourth part of EN 1591, operators are provided with a standard that unifies the training of mounting technicians.

In the future, it will therefore be possible to select mounting technicians according to the criterion of their individual expertise. Seals in flanges, which are currently used in pressurized systems in critical service, will thus be mounted expertly by certified personnel.

The target group are people who must install sealing elements so they are verifiable and according to existing regulations or people who are responsible for

them, such as mounting technicians, masters and engineers.

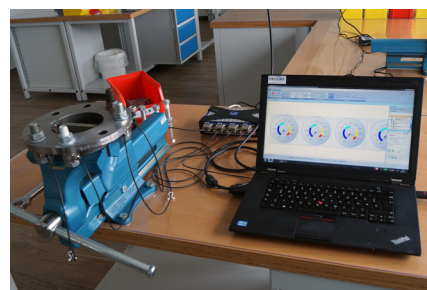


Klinger Gebetsroither GmbH & Co KG has designed the required training measures based on EN 1591.

To comply with the standard, we are offering a training module that communicates the required basic knowledge in order to create a tight flange connection:

- Conducting of the trainings according to the content listed in EN 1591-4

- Modular training plan, consisting of a theoretical and a practical part



In the basic skills module, the following topics are treated:

- What must be considered during the storage, transport and handling of various seals?
- What must be heeded during installation of the seal?
- What occupational safety prerequisites must be fulfilled during mounting and dismounting?
- What tools and tightening procedures must be used depending on the application case?
- How should the interlocking elements be treated (how, which ones, when)?
- What must be heeded when dismounting a seal?

In the general practical module, mounting procedures can be practised on flange forms. In particular, thanks to the measurement technology available in the training centres, mounting technicians can develop a feeling for the significance



# nnel according to EN 1591-4 H & Co KG, Austria

of the correct selection and application  
of the required tightening torques.



Contents of the basic skills module:

- Showing of the various flange forms and defective sealing surfaces
- Presentation of suitable seal types and appropriate geometries
- Different tightening procedures
- Examination of the various effects on the flange connection (from bump key to torque spanner)
- Examination of the effect of the tightening procedure
- Presentation of common screws and tools
- Depiction of the influence of lubrication and of the screw state
- Effect of mounting errors and defective elements on the seal function



In addition, more advanced modules will be offered on the following topics:

- Hydraulic tension tightening
- Hydraulic torque tightening
- Heat exchangers and pressure vessels

Customer-specific modules can also be selected on request.



In addition to the training, Klinger Gebetsroither GmbH & Co KG offers the entire organisational management of the certification, from the registration of technicians to the issuing of the certificate and monitoring, on through to re-certification, which is required after 5 years.

The trainings for all of Austria are held at Klinger Gebetsroither GmbH & Co KG in the in-house training centre in Wels.

Appropriate trainings for this certification which is valid across Europe will also be offered by other companies of the Klinger Group in Germany, the Netherlands and Switzerland.



For further information about Klinger Gebetsroither GmbH & Co KG please visit [www.gebetsroither.at](http://www.gebetsroither.at). ■





## Training as a part of plant safety

Over and over in the past and still even today, there have been reports of leaks or malfunctions in parts of the plant occurring directly at the flange connections. When a concentrated search for the cause is made, it often turns out that not the seal, but rather improper handling or improper installation was at the root of the problem.

As reported last year, for instance, by the German Central Reporting and Evaluation Office for Hazardous Incidents and Incidents in Process Engineering Facilities (ZEMA), 25 incidents were registered, yielding the tragic statistic of 119 injuries and 2 deaths. The total technical loss amounted to € 5.6 million according to ZEMA.

Statistics of the German Federal Environment Agency show that more than half of these accidents were caused by human error. In less than 20 % of the cases were they attributable to technical errors in the parts.

Consequently, here at Kempchen, we started at a very early stage on actively counteracting one of the causes: namely, the lack of knowledge about the various influences on a flange connection and the use of tools for installing flanges.

The fact that this problem is of international concern is clearly demonstrated

by the formation of the task force of the CEN (European Standards Committee) at the request of France and England. As a result, in 2007 a technical specification was drawn up which provided a standardized definition of the minimum requirements for the personnel that install bolted connections.

Three years later, the decision was made by all the European countries to convert this technical specification into a European standard. As early as mid-2011, we had ourselves certified for the provision of training in accordance with this CEN/TS 1591-4 within the framework of DIN EN ISO 9001:2008.

The standard EN 1591-4 was published this summer after the fourth part of EN 1591 had come into effect.

Immediately after its release, we had ourselves certified as an educational institution and had our educational and professional expertise in the training of bolted connection installers certified.

Such a standard does not necessarily have to be applied, however, norms are uniform standards that provide legal security, compliance with them eliminating the need for elaborate proof that the 'state of the art' has been achieved.



Certification as an educational institution

As already mentioned, experience from many cases of damage and loss have shown that errors made during installation are the primary cause of leaks. These errors are mainly due to the fact that the staff does not know how to carry out the installation work correctly. The training curricula at present do not include the necessary information.

The current standard applies not only to bolted connection installers working on pressurized systems, but also to their superiors and the engineers in charge.

In recent years, we have continuously adapted the contents of the training



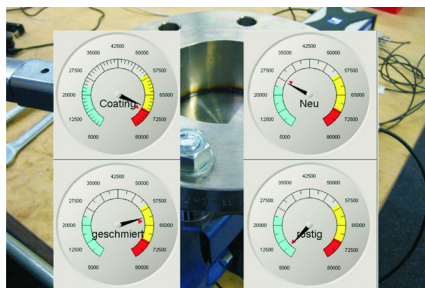
modules to the current status of standardisation.

So now we cover all 11 training modules of EN 1591-4 at 3 locations in Germany (Oberhausen, Leuna and Augsburg).

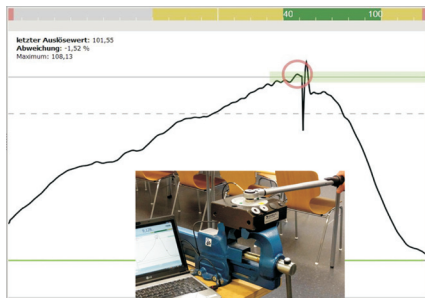
We continuously train staff on the handling of flanged connections and their components. For larger groups of technicians, we go directly to the company because nowadays hardly anyone can afford the unnecessary downtime costs caused by travel and overnight stays.

Furthermore, where needed, we also tailor the training content to suit the customer's needs and incorporate the content of the standards. This usually applies to the operator-specified special characteristics of the plant or unit.

For the more than 1500 installers who have undergone the day-long basic training, special emphasis has been placed not only on theory, but also on practical experience. The use of special electronic measuring devices, such as load cells on bolts or dynamometers on applied torques, helps with the understanding and visualisation of the impact of the various factors, e.g. friction.



Visualisation of frictional forces



Handling of the torque wrench

The use of pressure-sensitive paper also helps the installer to see the effect that his actions have.

After the course participant has completed the theoretical and practical parts, he has to demonstrate the knowledge he has acquired in the form of a written and practical examination given by an independent assessor. Once he has passed the examination, he receives a certificate and the associated ID card.



**Fachmann zur Montage von Flanschverbindungen nach prEN 1591-4:2011**  
International gültiges Zertifikat, Personenzertifizierung nach DIN EN ISO/IEC 17024

Name: Max Muster  
Geb.: 32.13.1900  
Prüfdatum: 13.02.2013  
Gültig bis: 06.03.2018  
Zertifikatnr.: PZ-11xxx-111x

Insbesondere verfügt der Inhaber des Zertifikates über die Befähigung zur Montage, Demontage und dem Anziehen von Schraubverbindungen gemäß den Anforderungen der prEN 1591-4:2011 an Rohrleitungsflanschen.

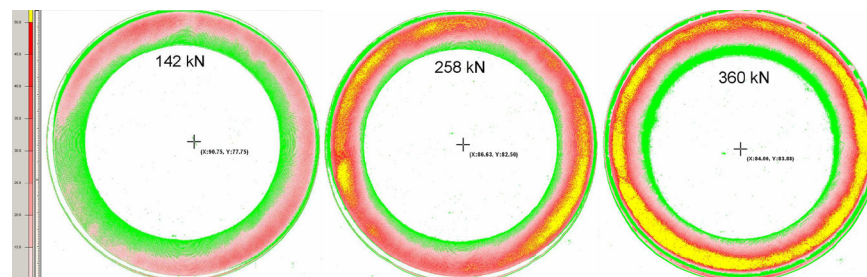
Certificate and ID card of an accredited skilled worker in accordance with CEN/TS 1591

The customer or operator can check the person's level of qualification at any time by means of the ID card. This certificate of competency is valid for 5 years, provided that the installer has worked in his field without interruption for more than 6 months, and there is no other specific reason for questioning his competence. The certificate may be renewed every five years by means of another examination.

The increasing demand for training has meant that, within the Klinger group, this service is being offered to more and more countries in Europe. So besides the three German training facilities, training is also being offered in Switzerland, Austria and the Netherlands.

In our capacity as a technical partner with a high level of expertise we shall continue to develop service concepts in the future that are appropriate for our customers.

For further information about Kempchen Dichtungstechnik GmbH please visit [www.kempchen.de](http://www.kempchen.de). ■



Visual representation of the surface pressure by means of pressure-sensitive paper

## *Top award for young apprentice KLINGER Limited, United Kingdom*



### *KLINGER UK receive top award for young apprentice*

**Klinger UK has won a major award for international trade in the energy sector.**

David Clarkson, one of Klinger UK's electrical apprentices has been awarded the prestigious Matchfit Electrical Apprentice of the year award. Nominated by his tutors at Bradford College, David was entered into the North of England finals to compete against other top performing apprentices.

The competition, set over three days, covered a number of disciplines from breakdown diagnostics to programming. Having completed the competition, David had a nervous few days' wait until the results were announced. He needn't have worried, though, having been placed first with a fantastic score of 98.7 %.

Engineering Manager Keith Laycock commented: 'David has worked extremely hard during the first three years of his apprenticeship and has shown what can be achieved. He is a great example and sets the benchmark for all of our other Klinger apprentices.'

For further information about Klinger Limited please visit [www.klinger.co.uk](http://www.klinger.co.uk). ■

### *KLINGER UK joins global networking sites*

Klinger UK has tapped into the marketing potential of global networking sites, joining Facebook, Twitter and LinkedIn.

Klinger UK's managing director Alan Bates said, 'Through the use of networking sites we are able to engage our customers in two-way marketing, receiving feedback and sending updates directly to their handheld devices.' Join Klinger UK via the links on the website [www.klinger.co.uk](http://www.klinger.co.uk).





## Angolan exhibition FILDA KLINGER Portugal, Portugal



### *KLINGER Portugal was present at the Angolan exhibition*

**From 16<sup>th</sup> to 21<sup>st</sup> of July Klinger Portugal was present at the 30<sup>th</sup> Annual occurrence of the Angolan Exhibition FILDA – Feira Internacional de Luanda.**

The exhibition achieved the participation of more than one thousand companies representing 35 countries. The event, held under the motto 'The challenges of attracting investment', relied on the presence of several sectors, such as construction, information technology, light and heavy industry, oil, trade, consulting, real estate, energy&gas and equipment.

Our main goals were undoubtedly to assess the market potential and approach the largest consumers of our specialty fields, such as oil&gas and water treatment.



During the 10 days we stayed in Angola, we were able to hold meetings in the morning with the main oil&gas specialty companies located around Luanda, e.g.

SONANGOL, PLUS PETROL, GDK, etc. ... and attend the exhibition in the afternoon, the opening hours being from 2:00 pm to 8:00 pm. On both occasions, Klinger received a very warm welcome.

The market is interesting and offers great business opportunities, but it is also difficult due to the opacity of the market channels and the high cost of local activities. It is quite normal for purchases to be made in South Africa or Europe, though almost always via local intermediate channels.



The general idea that we gained is that there is clearly a market with many opportunities waiting to be explored, but it is also a very special market and in order to have any chance of entering it, partnerships must be created with agents who are acquainted with its special features and business relationships must be built with partners who are already operating in it.

Finally, it is worth mentioning that it was a very positive experience that was challenging both personally and professionally, and the presence of Klinger at FILDA made a very good impression on the key clients of our special field of activity.

Let us now wait for FILDA 2014, where Klinger Portugal will once again be presenting itself as a major fluid control brand on the Angolan market.

For further information about Klinger Portugal please visit [www.klingerportugal.pt](http://www.klingerportugal.pt). ■

## *ELDI S.A. Repair and Service Centre RICH. KLINGER S.A.A.C.I. y F., Argentina*



### *ELDI S.A. expands its Repair and Service Centre in Argentina*

**By Claudio Pacheco – Eldi's Sales Manager**

The acquisition of Eldi S.A. in September 2009 was coupled with the decision to retain valve automation and repair services as the core business while centering the company's primary offerings around valves and actuators manufactured by Xomox, Saunders and Pacific.

The current economic crisis makes some maintenance and engineering teams think about next year's budget for the purchase of new valves, especially for turnarounds in certain processes where expensive valves made of exotic metals are required.

Most of these teams sometimes do not know that they could potentially save tens of thousands of dollars per year by repairing existing valves instead of purchasing new ones.

Once we start talking to our customers about saving money by letting them know that some valves are completely repairable and afterwards look like new ones, they pay attention because they understand that used valves repaired by following the manufacturer's procedures and by using genuine parts will perform just as well as new ones, saving them a lot of money.



The way we receive them ...

In order to provide the most efficient service possible, we at Eldi have made important changes to our service location, which has been expanded from 50 square metres to 300 square metres. The expansion will include a 1 to. bridge crane for the handling of valves of up to 24", a hydro test machine to certify the leakage class and a special pool to neutralize and clean those valves that are employed in acidic or corrosive processes, such as the hydrofluoric acid in refining and the glyphosate in fertilizer plants.

Repairing represents almost 25 % of Eldi's business, Monsanto and Bunge being our top customers, followed by Shell who recently signed a contract with Eldi for the repair of the valves used in

their hydrofluoric acid unit at Dock Sud Refinery in Buenos Aires, Argentina.



The way we send them back!

Our goal is to increase our business in these critical processes and gain an advantage over our competitors and the local valve manufacturers who do not have these capabilities.

For further information about Rich. Klinger S.A.A.C.I. y F. please visit [www.rklinger.com.ar](http://www.rklinger.com.ar), for further information about Eldi S.A. please visit [www.eldi.com.ar](http://www.eldi.com.ar). ■



## *KLINGER expands U.S. presence*

### *KLINGER ADVANTAGE Inc., USA*



From left to right: Kim Fontenot, Kynan Fontenot, Scott Peters and Steve Stratton

### *Formation of Klinger Advantage, Inc. in Baton Rouge, Louisiana*

**The Klinger Group, which is headquartered in Austria, announces the formation of Klinger Advantage, Inc., as an extension of the group's industrial fluid control presence in the United States.**

Based in Baton Rouge, LA with locations in Houston, TX and Sidney, OH, this specialty valve company is a result of KLINGER's acquisition of Advantage Technical Services (ATS), also of Baton Rouge, LA.

Klinger Advantage CEO Scott Peters states, 'The combined strengths of ATS's Gulf Coast expertise and the Klinger Group's global reach make this a natural fit and a great platform for us to build upon.'

The company serves process industries, such as chemical and petrochemical facilities, with specialty valves, actuation and service.

Peters continues, 'We are extremely happy to have Kynan Fontenot (named Klinger Advantage President) join Klinger and continue building on his years of success at ATS. He brings a skilled team and great ideas that will drive our growth.'

The Klinger Group of Independent Companies was founded in 1886 and is recognized worldwide as a reliable partner for fluid sealing and fluid control products with over 60 independently operated facilities worldwide.

For further information please contact Klinger Advantage, Inc. at +1 225 291-2997.

## QR codes printed on gasket material

RICH. KLINGER DICHTUNGSTECHNIK GmbH & Co KG, Austria



*Gasket material to display QR codes with links to product information*

**QR codes on KLINGERSIL® C-4430 plus gasket material contain links to detailed information about the material's properties.**

Under the management of Dr. Christoph Klinger-Lohr, the company has taken numerous innovative steps in recent years. The creative innovation meeting in July 2012 in Gumpoldskirchen, Austria, is just one example.

In the course of this meeting, many ideas were presented, exchanged and discussed. One of these ideas was the printing of QR codes on valves. These codes should contain information about the type, date of installation, etc.

Rich. Klinger Dichtungstechnik GmbH & Co KG adapted this idea, and now with KLINGERSIL® C-4430 plus, it has introduced the first gasket material with printed-on QR codes.

In the beginning, the code which fulfilled the existing requirements for error tolerance had to be selected from among the different standards.

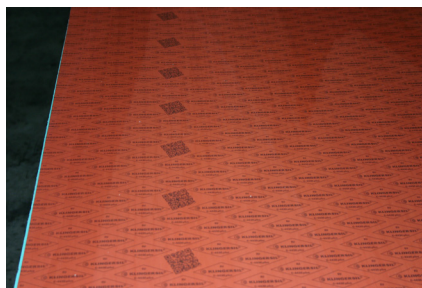
QR codes which were soiled or incomplete due to cutting nevertheless have to be legible by appropriate reading devices (e.g. smartphones).

After numerous tests, an industrial standard was selected that provides the

desired qualities.

Whenever the properties of a sealing material are required, the QR codes provide links to the product catalogue or the product data sheet where this information is found. The link refers directly to a PDF file with the required information, without detours via websites, advertising or other links.

Whether a worker in the warehouse or the workshop wants to know whether the material is suitable for the new requirements or whether general product properties are in demand: with the QR code and a smartphone, the user has access to all important information about the properties and possible applications of the sealing material.



QR Codes printed on a sheet of gasket material

With KLINGERSIL® C-4430 plus, the first product was equipped only recently with a printed QR code. Step by step, additional products will be produced with QR codes.



QR code of KLINGERSIL® C-4430 plus product data sheet

For further information about Rich. Klinger Dichtungstechnik GmbH & Co KG please visit [www.klinger.co.at](http://www.klinger.co.at) ■



## Full automatic welding rig KLINGER FLUID CONTROL GmbH, Austria



### *Inauguration of a new welding rig*

**The investment and start-up of a full automated welding rig — supplied by IGM Robotersysteme AG — is a further step towards the implementation of a higher level in the production of KHSV VVS KLINGER Ballostar® ball valves.**

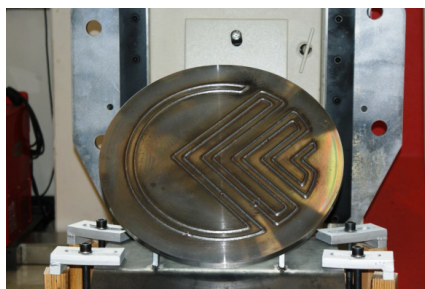
Its inauguration on 25 April 2013 by the hand of Dr. Thomas Klinger-Lohr was marked by a small but nevertheless successful ceremony attended by Dr. Heinz Scharl, the management of Klinger Fluid Control and its staff led by Josef Nahringbauer.



Dr. Thomas Klinger-Lohr pressed the button for the welding rig's first task, starting the welding of the Klinger logo onto a metal plate. An X-ray of this logo was presented as a souvenir of this memorable moment.



Dr. Thomas Klinger-Lohr



Klinger logo, welded by the new welding rig

As this station has two independent work stations, a KHSV VVS DN 400 was meanwhile able to be clamped in the second chamber and the first real work process could be started.

#### **Facts and figures**

This system consisting of two workstations permits the complete welding of the ball valve without any manual intervention. With these flexible systems more than just the welding technology is required: loading, measuring, handling,

machining, unloading, controlling. The whole process is controlled by a single host computer and enables high precision welds. Graphic information on the display makes operation and monitoring easy.



Possible welding range: DN 150 – DN 1000

Thanks to constant investment Klinger Fluid Control is a state-of-the-art company that can look forward with confidence to a successful future.

For further information about Klinger Fluid Control GmbH please visit [www.klinger.kfc.at](http://www.klinger.kfc.at). ■



*Sustainable solutions  
for greater productivity*

**The requirements for hose technology are increasing – and so are our possibilities!**

Our goal is to fulfil the highest practical demands. Here, depending on the area of application, our priority is different properties:

- Pressure resistance
- Tightness of the connection
- Hygienically perfect transitions between hoses and valves
- Particular mobility of the hoses



Especially for the requirements of industrial use, we have formulated complete solutions for our customers seeking hose technology; these solutions guarantee the greatest possible safety and at the same time save our customers a lot of work.

Hose lines and selected valves are assembled so that they are standard-compliant.

- Hose pressing with a modern UNIFLEX hose press
- Service
- Documentation



**UNIFLEX hose press**

- Industrial hose lines up to 4" (90° bend up to 2")



**Mobile testing unit**

- Test pressure 0 ... 100 bar up to 2"
- Test pressure 0 ... 64 bar up to 4"



**Video inspection camera**

- Colour camera head Ø 26 mm
- for visual inspection



**Digital multimeter**

- Testing of the electronic conductivity of hose lines

For further information about Klinger Gebetsroither GmbH & Co KG please visit [www.gebetsroither.at](http://www.gebetsroither.at). ■



# New test bench for hot water devices

## KLINGER GEBETSROITHER GmbH & Co KG, Austria



### Self-developed test bench for tests and the development of hot water devices

For 20 years, Klinger Gebetsroither has been supplying boilers to Vienna's regional heating system; for 5 years, the company has also developed and produced tankless flat units for hot water and heating.

Thanks to the concentration of development and manufacturing, products can be designed to suit customers' needs and thus adapted to the requirements in question.

In order to determine actual performance figures Klinger Gebetsroither has developed a test bench that can simulate operating conditions which occur in daily use in residential systems.

Equipment, technical data:

- 1 cold water boiler with 16 kW cooling system (for cooling to approx. 8 °C)
- 2 hot water boilers 60 °C/90 °C, fed by 60 kW gas burner
- Supply temperatures:  
Cold water 10 °C  
Heating flow line 60 °C to 90 °C
- True heating operation with radiators and/or floor heating
- Simulation of the heating with plate heat exchangers
- Software-controlled operation, software specially adapted
- Output of the data electronically (in list form) or on paper



Cold water boiler with cooling system (left), 2 hot water boilers (right)

Purpose:

Checking of hot water devices such as boilers and flat units incl. heating (radiators, floor heating) for development, random samples from production, test of customer devices and competing products, presentation for customers, product acceptances (incl. test reports)



Software-controlled operation

Benefits:

Development and manufacturing profit from the ability to constantly test the properties of hot water devices. This speeds up the enhancement of the product line. Customer-specific devices can also be tested and their real performance data determined.

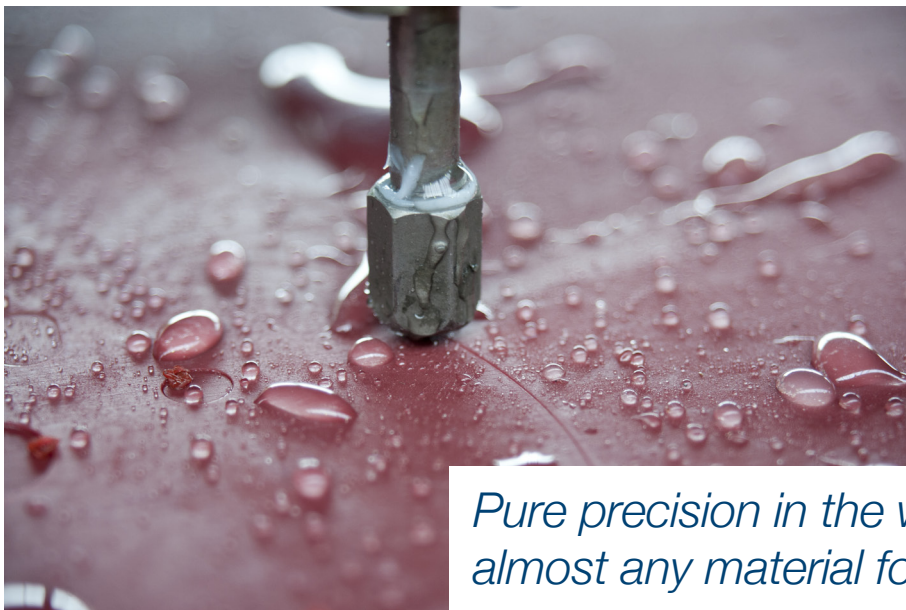


Flat unit for hot water and floor heating

Since the test bench was developed in-house, it can also be expanded at any time or adapted to new requirements. Planned is a large screen in order to conduct trainings on the test bench and display measurement curves (temperature, differential pressure, etc.) during an ongoing test.

120,000 installed devices confirm the good reputation of Klinger Gebetsroither products. The new test bench also assures that our customers will continue to receive hot water devices which distinguish themselves through the highest quality and which are easy to service and assemble.

For further information about Klinger Gebetsroither GmbH & Co KG please visit [www.gebetsroither.at](http://www.gebetsroither.at). ■



*Pure precision in the waterjet cutting of almost any material for the past 15 years*

**Bartsch GmbH, based in Wallenhorst, has been continuously developing its know-how in the field of waterjet cutting technology since 1998.**



Bartsch GmbH in Wallenhorst, Germany

In production there is no alternative to precision: even when you are manufacturing on prototype, small or medium batch scale, for the manufacturer the highest degree of dimensional precision of all the parts used is essential in order to be able to achieve the quality required by the customers. For the past 15 years Bartsch GmbH, based in Wallenhorst near Osnabrück, has been relying on the technique of water jet cutting, a technique that is still innovative today.

'Since 1998 we have been constantly adapting our know-how to meet new requirements and refining the processes by means of which we are meanwhile able to cut almost any material. Depending on the material we are able

to achieve a cutting accuracy of up to  $\pm 0.05$  mm. We are able to achieve this today because we have been putting a lot of energy into research and development over the past one and a half decades,' explains Guido Klekamp, who is responsible for marketing and sales at Bartsch.



### High effectiveness and efficiency for all areas of application

According to Klekamp it would be hard to find a material that has not already been cut by water jet at the Bartsch plant. The wide range covers plastics, laminated fabrics, wood, stone, glass, textiles, metals and composite materials.

The high degree of effectiveness and efficiency manifests itself wherever production quality has the highest priority, in particular in machinery and plant manufacturing and in many other branches of trade and industry, according to this marketing professional.

### Material conserving through 'cold' cutting

The technical advantages speak for themselves: Cutting by water jet is particularly material conserving, because – in contrast to conventional procedures such as laser, flame cutting, plasma cutting or wire erosion – no thermal loads are required. This means that no structural changes, i.e. neither burns nor fusions, occur during the cutting. Discolourations, stresses, microcracks and distortions are also avoided.

'The high precision of this technology is almost reminiscent of surgical procedures. It reduces abrasion and the need for reworking to an absolute minimum. Apart from this we can create any contours,' Klekamp continues. That is why the waterjet cutting method is very economical for the customer. 'Another advantage is the ability to perform the deburring of the parts at our own company, should it be required despite the high quality of the cut edges. This way any 'interfacing problems' with subcontractors are avoided in advance.'

For further information about Bartsch GmbH please visit [www.bartsch-gmbh.net](http://www.bartsch-gmbh.net), for further information about water jet cutting please visit [www.bartsch-wst.de](http://www.bartsch-wst.de) ■



# Relaunch of the A. W. SCHULTZE website

## A. W. SCHULTZE GmbH, Germany



### Spezialist für Flachdichtungen: Entwicklung, Fertigung und Markterfahrung seit 1878!

1878 in Hamburg gegründet, liegt die Fokussierung unseres Unternehmens im Segment Dichtungstechnik, mit einer Spezialausrichtung auf Flachdichtungen. Unser Leistungsportfolio umfasst neben PTFE-Dichtungen, Metalldichtungen, Absperklappen und Kammprofildichtungen auch Speziallösungen wie SIGRAFLEX® Graphitdichtungen sowie viele weitere Arten an Flachdichtungen. Mit der Kundenorientierung als Mittelpunkt unserer Unternehmensphilosophie realisieren wir Dichtungen exakt und kurzfristig nach Kundenanforderungen. Dazu zählen u. a. auch Flachdichtungen, die den TopChem-Bestandigkeiten entsprechen und höchst säurebeständig sind. Durch unser patentiertes Veredelungsverfahren Waveline-WLP können wir zudem spezielle Graphitdichtungen liefern.



### Professionelle Dichtungstechnik

Als erfahrener Dichtungshersteller sind wir Ihr Partner, wenn es um Dichtungstechnik geht. Wir führen eine große Auswahl an Plattenware verschiedener renommierter Produzenten. Dazu Frenzelit, Garlock, GORE®, Hecker, Klinger, Ri unserem umfangreichen Know-how fertigen wir Dichtungen, Kammprofildichtungen, Absperklappen. Leistungsstärke.

### Serviceorientierter Dichtungshers

Haben Sie allgemeine Fragen zu unserer Dichtungs speziellen Lösungen im Bereich PTFE Dichtung interessiert? Dann kontaktieren Sie uns – wir be

## Redesign of the website: Customer benefits are the focus

**Nowadays, a good and clear presence on the internet is an important success factor and should not be underestimated. Potential customers visit our website and enquire information in advance. We took advantage of this fact and introduce our products and services online.**

It is also necessary to check websites regularly and update them in order to adapt them to changed customer requirements and technical possibilities.

Under the management of Ms. Gabriela Häcker, our Marketing Director, the Internet page of A. W. Schultze has been completely reworked in the recent months. Here, a new layout was used and the technical basis of the website was changed. Effective immediately, the website is based on Typo3, a free content management system for websites.

'Customers and their desires were the focus for the redesign of the website', according to Gabriela Häcker. 'Visitors to our website should be able to get a quick picture of A. W. Schultze. This is how we show our customers what they can expect from us.'

The reworking produced the following advantages:

- Customer-friendly design of the website: Visitors to the website quickly get all important information about

A. W. Schultze and our services.

- New, attractive layout, which nevertheless retains the basic elements (such as the clear structure and the colours used). The avoidance of radical design in the layout underscores the continuity of the company and the commonalities with Kempchen Dichtungstechnik GmbH.
- A film linked on the home page quickly gives the user an overview of A. W. Schultze: What can customers expect from A. W. Schultze? What are the strengths of A. W. Schultze?
- The website can be changed very quickly and thus kept up-to-date. Thanks to defined approval processes, it is possible for different departments to work on the website.



A picture is worth a thousand words – and a movie is worth a thousand pictures!

While A. W. Schultze GmbH was building the new website, it developed an image brochure in order to be able to present the most important facts about A. W. Schultze and its expertise in a manner other than on the internet.

This brochure includes a lot of information and pictures from the website, thus creating a uniform picture of A. W. Schultze which in turn creates trust and authenticity.

As with the design of the website, customer benefit was the most important goal here. The structure and layout assist the user in finding the information he needs.



For more information take a look at our website [www.awschultze.de](http://www.awschultze.de) – available in German and English. ■

## Supply of KLINGER Ballostar valves KLINGER w Polsce, Poland



### *KLINGER valves for district heating*

**In the last 5 to 6 years, numerous development and construction projects have been completed in Poland. Of particular note is the expansion of the motorway network, such as the important connections from Warsaw to Berlin, Leipzig to Krakow and Gdańsk to Ostrava.**

Another connection is the Drogowa Trasa Średnicowa, a busy street in the Upper Silesian industrial region. This highway leads from Katowice, situated in a region with about 3.5 million inhabitants, to Gliwice.

20 km of the motorway from Katowice to Zabrze were built several years ago. Last year it was decided to finish the motorway by building the last 11.1 km to Gliwice.

The financing is being provided by the Polish government, the EU (about 25 %) and other investors.

In Gliwice, the route crosses numerous old pipelines of Gliwice District Heating, the municipal district heating company. Therefore, it was necessary to reroute the lines, including a number of valves. Despite a large number of competitors we received the contract – not least because of our customer Gliwice District Heating.

Gliwice District Heating has been a very good customer of Klinger for two decades. Back in the 1990s, numerous Klinger Ballostar valves were sold to Gliwice District Heating.

These valves compete with butterfly valves, and the very high quality is associated with higher acquisition costs. Regarded across the valves' life span, however, the overall costs are lower than those of competing products.

Due to decades of positive experience with Klinger valves, Gliwice District Heating outvoted Eurovia, the Franco-Polish general contractor, and the responsible authorities that the new pipelines have to be equipped with Klinger valves.

In April 2013, 32 valves for pipes with a diameter up to 600 mm were supplied. The order volume reached approximately 1 million EUR.

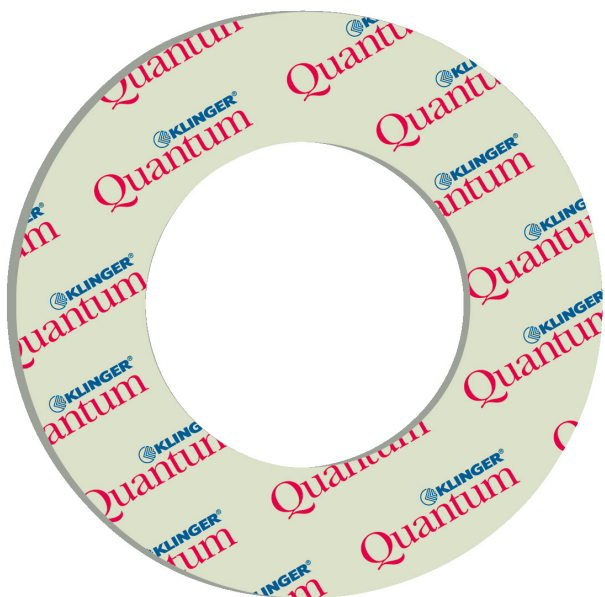
Receiving the contract for the supply of Klinger Ballostar valves was a great success for us. It is noteworthy that we have also been actively supported by our customer. This confirms the reputation that Klinger w Polsce and our products have on the market.

For further information about Klinger w Polsce please visit [www.klinger.pl](http://www.klinger.pl). ■





## KLINGER Quantum replaces PTFE THERMOSEAL Inc., USA



### *Solving a difficult application with KLINGER Quantum*

#### **Robco Inc. Thermoseal's Canadian distributor**

A large steel mill in southern Ontario, Canada, needed to replace filled PTFE gaskets on a coke unit by-product piping line. Installation proved particularly difficult: a constant positive air pressure prevented the somewhat flimsy PTFE gaskets from resting correctly in position during installation.

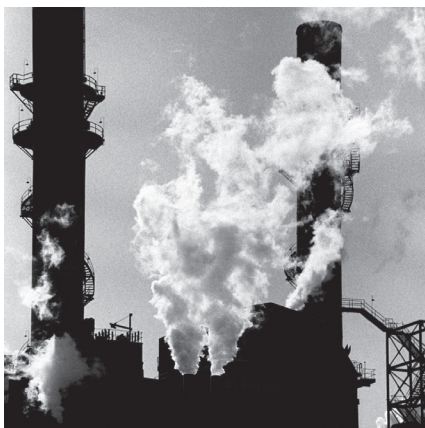
The maintenance crew were working in a cramped area, trying to mate back 30" (762 mm) diameter flanges using a heavy crane, while wearing full respiratory gear and safety equipment. And all of this was performed at 30' (10 metres) above ground level.

The chosen gasket material required high chemical and temperature resistance. After careful analysis using Klinger's online Chemical Resistance Assistant, Kevin McCauley, the cool-headed Robco sales representative, offered Klinger Quantum gaskets.

Quantum gaskets were quick to produce, stiff enough to be easily installed and yet, more conformable in case of flange rotation. The proposal was approved by the steel mill's engineering staff and Quantum gaskets were ordered immediately.

For further information about Thermoseal Inc. please visit [www.thermosealinc.com](http://www.thermosealinc.com), for further information about Robco Inc. please visit [www.robco.com](http://www.robco.com) ■

**Robco** INC.  
*Engineered Solutions since 1911*





## *First KLINGER Fluid Control Sales Meeting at Thermoseal Inc.*

**Thermoseal Inc. hosted its first ever Klinger Fluid Control Sales Meeting in September at its Sidney, Ohio, facility.**

Thermoseal's valve distributor customers attending the conference were able to hear about and see the latest developments and availability of Klinger fluid control and instrumentation products including Klinger ball, butterfly and piston valves and level gauges and flow indicators.

Presenters were Manfred Goßmann from Klinger Schöneberg GmbH in Germany, Alberto Maier from Richard Klinger Indústria e Comércio Ltda. in Brazil, and Angelo Molteni from Klinger SpA in Italy.

Thermoseal's customers gained valuable knowledge and now have a clear understanding of the wide variety of products available.

Based on the customers' positive feedback about the conference, there is new and improved interest in fluid control and instrumentation products. This attentiveness will drive market awareness and open up new sales opportunities for the Klinger Group on the US market.



Thermoseal Inc. facility in Sidney, Ohio

For further information about Thermoseal Inc. please visit [www.thermosealinc.com](http://www.thermosealinc.com). ■



# New manufacturing and distribution facility in Immingham

## KLINGER Limited, United Kingdom



### *KLINGER UK extends its branch network*

**Immingham is the newest addition to the growing catalogue of regional manufacturing and distribution facilities spanning the UK.**

Immingham supplies local industry with a comprehensive range of Klinger products. The site, equipped with an advanced cutting department and stocked with a full range of metallic, semi-metallic and compressed fibre gaskets, is situated to enable a fast response time to client demands in the local area.

Klinger UK's managing director Alan Bates commented: 'The development of the branch network has been a major contributor to our continued success. The network allows us to continually exceed our customers' expectations and provide the same day delivery service the industry requires.'

The newly refurbished 4000 sq. ft. unit has been installed with the latest Flash-Cut knife-cutting system.

This robust CNC machine utilises drag or oscillating knife-cutting techniques combined with automatic hole punching for the high accuracy conversion of gaskets from Klingsil, PSM graphite laminate and the Top-chem range of sheet materials.

For further information about Klinger Limited please visit [www.klinger.co.uk](http://www.klinger.co.uk). ■



Variable vacuum control and the optical projection of cutting plans enable creation of the highest quality products. It has also been equipped with the latest spiral wound and Kammprofile production equipment for emergency manufacturing to minimise plant downtime.

The facility holds a large inventory of Klinger sealing products, including spiral wound gaskets, Klingsil, and ring-type joints.

# KLINGER

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