

JM

Supply of emergency gauze pack



Johnson Matthey
Inspiring science, enhancing life

Providing a quick turnaround on an emergency gauze pack for a high pressure nitric acid plant

Situation

A facility producing a wide variety of industrial and agrochemical products including ammonia, nitric acid and ammonium nitrate, located in the United States, had a need for an emergency gauze pack as a result of an unplanned plant shutdown, caused by a lightning strike to the plant. The power outage caused a hard shutdown. The hard shutdown in the high pressure (HP) plant caused contaminants from upstream of the burner to deposit on the gauze surface, making it unsuitable for use. The plant was therefore shutdown and inoperable until a replacement gauze could be shipped and installed. The plant manager contacted Johnson Matthey (JM) on a Saturday evening, alerting us of the requirement.

Johnson Matthey's solution

Once notified of the customer's emergency requirement, JM personnel immediately contacted our gauze production manager, who put a plan in place to shift resources and material towards this need since the customer's plant would be sitting idle until a replacement gauze arrived on site. JM packaging and shipping personnel began making arrangements to get a shipping crate on site, and they also began investigating shipping options. We were able to ship a complete replacement pack in two days, and the shipment was sent overnight express freight, so it arrived on site the very next day, limiting the down time to only three days.



Successful operation

The plant was completely operational three working days after the call was placed to JM, and the customer was very pleased with the responsiveness they received from JM. As a result of our great service, this customer purchases 100% of their gauze requirements for both of their plants from JM.

Billingham, UK
Tel +44 (0) 1642 553601
www.matthey.com

For further information on Johnson Matthey, please contact your local sales representative or visit our website.