

Digitized customer service speeding up in pandemic - Tranter offers online live streaming delivery inspection of plate heat exchangers in China.

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China, Beijing. 19 June, 2020. In line with Tranters' customer commitment during an uncertain time the final delivery inspection of a number of plate heat exchangers was changed from a normal on-site witness to an online live streaming witness in order to minimize the risk of spreading COVID-19 and to comply with regional regulations regarding social distancing.

Tranter is expanding its digital offering for equipment delivery inspections in response to the global pandemic and in compliance with local and nationwide regulations enforced by authorities in China. Therefore, the witnessing of the final delivery inspection of a number of plate heat exchangers destined to be installed in a large data center in Shanghai was changed from on-site witnessing to online live streaming witnessing.

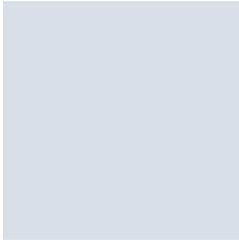
Live streamed visual inspections, plus pressure and plate material verification tests were conducted on the plate heat exchangers prior to dispatch from the factory, all to verify compliance with pressure vessel regulations and project specific acceptance criteria.

During the live streaming of the final inspection, the inspector explained the purpose of each witness point in detail while Tranter's dedicated customer service personnel answered the client's questions in real time, to ensure that the customer could finish the delivery inspection as if they were physically present in the factory.

“Following the recent successes with digitized final delivery inspections we will continue to offer all of our customers the option of having online final delivery inspections to ensure we do everything we can to act responsibly during these troubled times” says Allen FANG, General Manager of China & SEA.

Tranter is a global manufacturer of gasketed and welded plate heat exchangers and an aftermarket service provider for the plate heat exchanger industry. Significant manufacturing, research, design engineering and product development activities are based in the USA, Brazil, Sweden, China and India and enable responsiveness to local demands. Tranter is represented globally by a network of our own sales companies, licensees and agents. www.tranter.com.

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