

# Services

You will never be alone

## About us

In 1983 the company GETABEC was formed to sale, distribute and install German steam boilers and related equipment in Thailand. During the strong industrialization of Thailand the demand for fire tube boiler increased. The cooperation with German Companies and know how providers led to the name "German Thai Boiler Engineering Company or in short GETABEC.

In the nearly 40 years of history GETABEC has emerged as one of the leading Boiler and Pressure Vessel Manufacturer in South East Asia. Two factories in Thailand with state of art production facilities, a team of multi-discipline Engineers, a motivated and high skilled work force ensure that each request is treated with required attention.

Starting with the formation of GETABEC until now, it is always the desire of GETABEC to fulfill the customer requirements towards quality and reliability of products services. Already in 1995 Getabec implemented a quality management system covering all process in the organization. GETABEC also implemented a quality control system to ensure that our boilers are meeting the strict requirements of the ASME code as well of the European Directive for Pressure Equipment. On request by the client, GETABEC will be able to deliver the boiler and pressure vessel either with the CE Mark or as stamped ASME Boiler and pressure vessel.



GETABEC has delivered boilers and pressure vessels in all parts of the world. It also started its international sales network by opening of GETABEC Vietnam Co., Ltd in 2014. In 2019 GETABEC formed together with its long term Partner Schneider Kessel Germany an Engineering Company, as Schneider Energy System GmbH, not only to cater the European Market, but also to support GETABEC's desire to design highly efficient and environmental protecting products



## GETABEC's Policy statement

GETABEC recognizes that our work and all our action will have an impact on society and that our products will change the environment.

We are committed to work on designing and manufacturing our products with a holistic perspective of humans and the environment.

We are aiming towards sustainability, which will benefit the environment and our society.

With our key values:

- Social Responsibility
- Quality
- Technology

GETABEC aims to grow by partnering with our customers.

We strive towards continual improvement of our products and performance.

With innovation we are aiming to make this world a better place.

## After Sales Services



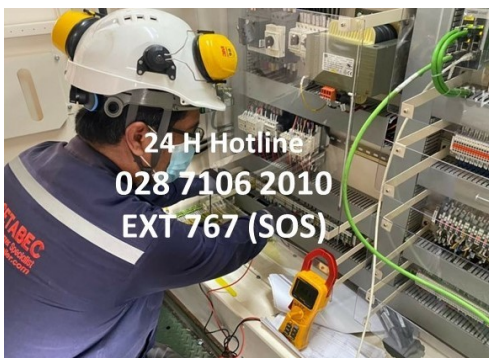
### For GETABEC, Service is not a buzzword, it is our passion.

The investment in a boiler or any other equipment is a major decision. The lifetime of the equipment, the environmental and technical performance and of course the safety and reliability have been played the crucial role when taken a capital investment. Together with the client we work together to have a good asset management system. The permanent monitoring of the equipment, inspection and adjustment of the equipment, replacing defective and end of lifetime parts with quality spare part becomes essential to maintain the value of your asset.

GETABEC offers the complete carefree package. We are working closely together with our design department and with the manufacturing Units to use the results from services as the basic for a continual product improvement.



### Nobody is perfect



### Repair and 24h service

Repairs and emergency services should not be here as our quality and the operationality should make this services obsolete, but we have to admit nobody is perfect. Even the best planned, manufactured with the best state of art manufacturing technique, with a consequent maintenance system there is still a residual risk of failure.

GETABEC offers scheduled and emergency repair service. Our service starts already with the delivery with the recommendation of a list of essential spare parts.

The repair but also the exchange of components mechanical, electrical and electronical with original parts will be done to approved procedures. The service will be offered also to boilers and components of other manufacturers.

Our 24H Hotline will response to your request immediately. We have some essential spare parts available and also in our factories in Thailand we maintain a storage of spare parts which will be available in shortest possible time

# Plant Service and Operation



## Never be alone



GETABEC has designed and manufactured its product to be save and reliable and also sustainable. Even the best designed equipment needs regular check up, needs spare parts needs the attention. GETABEC has a passion for its product and customers. The experience generated from the design, the manufacturing, but also from our customer care programs have been accumulated and find access to the comprehensive service programs

### Regular Service Package

GETABEC offers various programs for servicing, maintenance and inspection starting.  
Monthly/ Quarterly: adjusting of combustion and safety check  
Annually: external inspection combined with internal check-up  
Every 3 years: full internal inspection and assessment  
Midterm (half lifetime ca 100K Operation hours or 10 years) full assessment including possible changing main components  
Starting to check for creep damages in case of operation temperature higher than 500°C

## Care that never quits

Define service plans, executed by our qualified service team is the backbone of an uninterrupted and efficient operation. It is our aim not only to check and repair but to provide advise, help and assistance. GETABEC becomes a part of the operation.

Services to our customer does not stop with the erection at site

Commissioning, periodical check-up, preventative Maintenance and a 24 Hour Emergency Service

The Feedback from the service department and our clients is used for a continual improvement of our Products. This know how

## Operation

Production of steam is not always the core competence of our clients. Steam is normally belong to the facilities in the operation. GETABEC offers various operational system for the supply of steam.

From completely outsourced maintenance system to a complete carefree steam supply solution

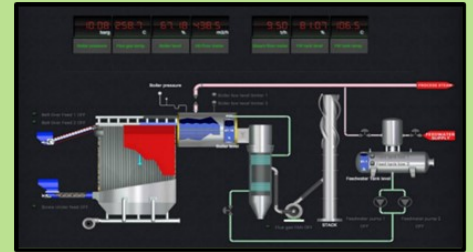
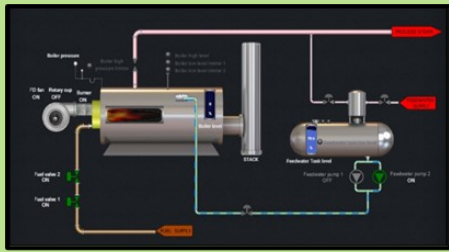
More and more companies are try to focus on their key competence. Many services have been outsourced to specialized company, this is also applicable to the steam supply. GETABEC is offering now various programs to our company:

- Operation and maintenance of customer's boilers and supply steam
- Install a GETABEC Boiler and operate and maintain the boiler on a leasing concept.
- Renting a temporary boiler to supply steam on a temporary basis

The worries about operation and maintaining a boiler is gone. Our operators are trained and certified.



# Smart Boiler Monitoring System



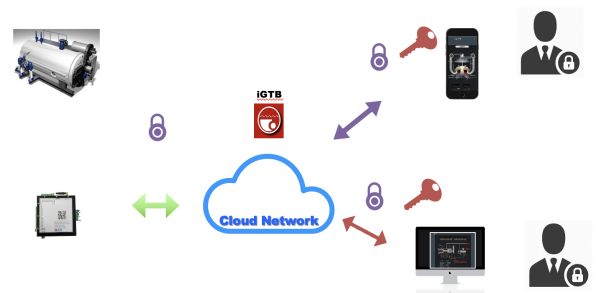
## The iGTB App lets your telephone vibrate, when your boiler needs help

### Why a Smart Boiler Monitoring System is needed

The operation of boilers in the process industry is a supporting function in the company. Highly availability combined with low operational cost are the key factors. To allow uninterrupted operation a strict and comprehensive monitoring system is required. GETABEC together with our client have developed a modern cloud based boiler monitoring system

- Modern Boiler are operating nearly full automatic.
- Smaller Boilers (industrial Boiler) are most of the time are auxiliaries and do not get much attention
- A close monitoring system does not exist
- Information are not recorded
- Energy losses are not recorded

Information from operation are not integrated in the (preventive) maintenance system



### The Solution

- iGTB shows all the information about your boiler in real time: Anytime, anyplace.
- iGTB shows the actual cost of steam
- iGTB provides you with real time Thermal Efficiency Monitoring
- iGTB calculates the boiler's thermal input/output, heat losses through stack and other radiation losses
- iGTB calculate the Evaporation Ratio of the boiler.
- iGTB calculates the time to blowdown
- iGTB becomes the assistant for the preventative maintenance system
- iGTB alerts and records the corrective actions , helps to reduce time to define the root cause.



iOS

Android

Web Browser

# Refurbishment and refit of boilers and equipment



Steam and hot-water Boilers are very often act as the heart of the operation. Like the humans, equipment need a system to check for the physical health of the equipment. Regular check ups, professional assistance, careful operation, strictly following the instructions using of original parts are the best conditions for a worry-free operation.

Everything has its lifetime

The calculated lifetime of a Boiler is

- For water-tube boilers 30 years
- For fire-tube boiler 25 years
- For a burner 20 years

Lifetime is exhausted buy a new equipment?

**The GETABEC Diagnostic System will evaluate the boilers condition including the auxiliaries.**

## The GETABEC Diagnostic System

### Step 1

Review and evaluate all information available such design, operating history, abnormal operation (failures, unplanned shutdowns), inspection and tests results, repairs etc.

Pre-diagnostic inspection by GETABEC.

Based on the information the diagnostic check-list will be drafted to define the areas of check up and the methods to be used.

Each boilers condition are different as boiler are used for different purpose and under different conditions.

The diagnostic system used includes state of art inspection methods.

The diagnostic results will be evaluated by a group of expert including GETABEC's design center, Service engineers, production engineers, quality control and assurance engineers .

### Step 2

A detailed recovery plan will be drawn based on the further use of the boiler, with the definition of the boiler operation parameters

Preparation of budget price to refurbish the boiler and the auxiliaries

With the agreement of the client a time schedule will be design to minimize the shut down time of the boiler.

### Step 3

For most of the boilers an in situ refurbishment can be done by re-tubing, re-cabling, changing or refurbish burner, upgrading the interlocking system.

## The GETABEC Performance Improvement Package

The technology is changing with a high rate. New improved operational conditions are available.

Today's energy cost ask for better performance and higher efficiency. To name few important items which can be changed or add on:

- Economizer
- Air preheater
- Insulation

Other improvements with high savings

- Water Quality
- Burner control system (speed control)
- Checking for deposit waterside and if required chemical cleaning
- Safety check and life time exhaust estimation
- Wall thickness check of fire-tubes if required by modern NDT test methods (EC or IRIS)
- Check of all valves (tightness test, new packaging)

## THE GETABEC SOLUTION

Environmental friendliness is the governing concept in **GETABEC** using technologies which have been proven records in the world. We are using the services of technology provider from the world over to provide the state of art technology to our clients

Technologies and process are changing on a nearly daily basis. The laws the customer requirements are driving the requirements to provide environmental, safe but also economical feasible products to our more and more technology driven world. Customers sometimes feeling overwhelmed with the quantity and variation of products. How to select the best boiler? What is the environmental impact? What is the automation degree in the operation?

Questions which will be answered by the GETABEC Team. We offer the complete solution from planning to the selection of the boiler and other related equipment, from manufacturing and expediting, delivery and installation to commissioning and training. As the latest add on service we offer the **operation of the boiler plant** and/or the **supply of steam** to our client. GETABEC offer the all-around carefree solution

### Complete Engineering Solution



### Complete Project Management Solution

### Complete Manufacturing Solution



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