

Emergency supply of refractories significantly reduces customer's production losses

RMS seeks to fully understand customer needs and problems and to develop and provide bespoke solutions that exceed expectations.

The Problem

Two clients, a copper producer and a platinum producer, both experienced unplanned refractory failures of their primary smelting furnaces.

Client Request

Supply refractory products meeting a minimum specification in the shortest lead time as the OEM supplier lead time was more than 8 weeks and based in Europe and China.

Solution

Refractory and Metallurgical Solutions carries various stocks and has facilities to cut and grind brick into shapes and sizes that will be suitable for the current furnace design. Working with the furnace designers and owners, RMS was able to supply the correct size and quality brick to execute the repairs within four weeks of order.

Results

After replacement brick was supplied within four weeks and the furnaces repaired. The furnaces were recommissioned and are operating at full capacity.

The copper furnace hearth has been in operation from August 2016, while the platinum furnace tap hole repairs have been in operation from December 2017.

Production losses were minimised by 6 to 8 weeks, with performances exceeding requirements from the clients.



Exceeding Expectations on Refractory Solutions

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