



FOOD INDUSTRIES

A Budget-Minded Water Treatment Customer Learns What “Low-Cost” Means -- and Comes Back to Garratt-Callahan

Problem

Four years ago, a feed mill in the Pacific Northwest dropped Garratt-Callahan in favor of a local – and so-called "low-cost" – water treatment company. Three years later, the plant manager called his former Garratt-Callahan territory manager and asked him to come out and inspect the plant's boiler, which was covered with an orange deposit. Analysis indicated that the cause was a high concentration of iron, which the G-C rep traced to the condensate return system. The local “low-cost” water treatment supplier had neglected to properly treat the condensate system, which was depositing iron in the boiler.

Solution

The G-C rep explained that the root cause was the condensate pH level, which was allowing carbonic acid to form. He recommended that the plant resume a water treatment program, such as the one Garratt-Callahan had formerly supplied, to keep the condensate pH at the proper level. The plant manager accepted the recommendation – and decided to go back to using Garratt-Callahan as his regular water treatment supplier.

Results

The condensate pH soon returned to proper levels, ending the degradation of the heat exchangers and condensate piping, and has remained there. As a result, a total of \$15,000 was saved on early replacement costs.

Conclusion

Low-cost water treatment services are rarely the most economical choice, as there's often a hidden price to pay in system performance and equipment life. And there's no substitute, at any price, for the average 15 years of water treatment experience of Garratt-Callahan territory managers.

Garratt-Callahan: Water treatment that's worth it because it works.