




KEEPS INDUSTRIES RUNNING

LUCKERATH



 **Electro Mechanical Maintenance**

 **Graphite Specials**

 **Cleaning of Industrial Components**

 **Steel Specials**

Newsletter August 2009

Winners customer satisfaction research defined

Every year between March and July Lückerath organizes a **customer satisfaction research**. This year the research was led by Mrs. De Miranda (Trainee of the university of Tilburg).

In cooperation with the ISO team, the research conducted in over 800 companies in the Netherlands, Belgium and beyond. Not only for the annual audit of the ISO 9001 certificate but also for the management team it is an important survey. Customer satisfaction is one of the major instruments of Lückerath. The result is therefore very positive according to the research team. With an average score of 6,17 (with 7 as a maximum), we have a positive appreciation of you as a customer or supplier.

The points on which we scored lower than average will be improved to serve you even better. We thank you for your cooperation and hope in the future to count on your support again.

International Chess Tournament Antwerp

Initiator Inventi organizes every year the prestigious event **InventiChess** in Antwerp (B). Lückerath, inventi-chess partner, will be strongly present.

Between the 18th and 25th of September CEO's, managers and world best chess players makers are welcome in the Inventi training center. Divided over 5 days you will have the opportunity to become acquainted with numerous directors, CEO's and guests and master chess players. This will be joining a variety of culinary dishes, presented by master chef Wim Vandamme. Of course with the best wines and champagne. Visit our website for more information.





Project in the picture

Lückerath revises heat exchangers



Revision of various heat exchangers

For several years Lückerath is active in four market segments. These are the main segments of our products and services. To clarify which products and services we deliver every day, we have chosen a project from the segment "Graphite Specials".

The project

This project involves the revision of some heat exchangers. Together with our technical engineers Lückerath is not only able to carry out repairs or revision but also construct complete heat exchangers by our own production department.

The location

This company is a producer of various types of acids for other consumer and agricultural industries. These acids will be an important key element in various products including food and soft drinks. Therefore they are using various types of heat exchangers. Graphite heat exchangers, one of the types, are used in the chemical industry. They are used in various production for warming up chemicals where no other metal solution can offer the corrosive properties. The average heat exchanger is 3 till 6 meters long. Using a heat exchanger with graphite tubes the liquids can achieve in this short time a very high temperature.

Revision better than replaced?

Heat exchangers with graphite parts have a shorter life than complete graphite heat exchangers. During the dozens of processes there is a possibility that there will be cracks or holes in the tubes. This caused by the effects of the acids and /or the numerous thermal shocks by the steam. Lückerath is able to use special tools to replace the leaking pipes. This reduces costs and your work will be many times more efficient with these heat exchangers. In case of replacement of broken tubes Lückerath is able to produce complete heat exchangers thanks to its knowledge.

For more information about the revision or replacement of heat exchangers visit our website at www.Luckerath.com



Inside of a heat exchanger

Eurofinish 2009, a preview.....



After the big successes of the **CWIEME Coil Winding fair in Berlin** Lückerrath decided that we also will participate at the Eurofinish fair in Gent, Belgium. **With over 150 exhibitors** they offer an unique opportunity to gain knowledge and experience with progressive entrepreneurs which are specialized in many kind of industries of surface treatment.

Eurofinish is this year on its eighth edition and has become a permanent feature in the world of surface treatment. More so than previous editions their focus is their gaze on the surrounding areas. We offer a unique opportunity to gain knowledge and experience the latest technology of pyrolysing. With generally high numbers of visitors, this is the opportunity to become acquainted with the new developments in paint stripping and cleaning of industrial parts.

Lückerrath, well known in the cleaning of industrial parts, will be strongly present with their own booth. This gives you the best opportunity to discover the exclusive ways of cleaning of industrial parts by using for example the Lückerrath pyrolysis oven.

Not only a team of account managers, but also our technical engineers will be present to give you professional general and technical information about our ways of cleaning.

Just like the fair in Berlin this year, Lückerrath will present the Lückerrath pyrolysis oven on the fair. We will install a demonstration oven on our stand. It offers you the opportunity to learn with a form of industrial cleaning which is not only environmentally friendly but also energy efficient and cost effective. Have we made you curious? Our sales team will present you with the necessary information so you can save on your paint stripping process.

For more information:

Flanders Expo, Ghent
Maaltekouter 1
9051 Gent (Belgium)
Lückerrath B.V.B.A. Geel
Stand Number: 8622
Tel.: +32 14 25 93 10

Monthly best offer ...

Phenix CL-10 Core Loss tester (test model)
This device is 1.5 years old and has completed several charges. The device is 100% OK and has the usually user scratches. The Phenix CL-10 Core Loss tester has the following properties:

- Test electric motors till 375 kW
- 1.5 years old
- Completed several charges
- Incl: accessories for testing anchors

Normal: € 16.500,-

Action price: € 10.500,-*



*excl VAT

More information at www.luckerath.com

Your account manager in the picture.

Last month, we have looked at the activities of Account manager Paul Jacobs. He represent the regions Southern Netherlands and Belgium. This month we go further away with Herman van Dooren. Since January 2008, he is International account manager at Lückerrath. He is responsible for all the Industrial cleaning projects in his area. In his professional career he has many years experience in technical sales positions at companies around the world. Some of them were Kärcher, EFACEC and Päcko.

We will let Herman tell about his experience at Lückerrath so far. "At the company Lückerrath quality is a high priority, so new staff intensively trained to gain extensive knowledge about our products.

Not only the products are very important. Also the philosophy of the company has to be accepted. The mission and vision of the company is very clear. At Lückerrath we think in market segments, not in products. This to create an important position for our customer which all Account managers have to accept. This will lead always to a win-win situation. Motivation and flexibility are the keys to achieve the goals. I had to participate in various training courses from the start. This to empathize in the company in a very short time.

The first major project where I could participate actively was the CWIEME Coil Winding Exhibition in Berlin. This specialized fair is particularly interesting for everyone associated with the manufacture or repair of electrical motors. During one to two days you will get to know all the innovations in the industry. A must for everyone in the industry!

For Lückerrath "Coil Winding" was indeed a great success. On our booth we placed a pyrolysis furnace and a drying oven. Furthermore, we showed a few of the delivery packages. The many international visitors showed especially interest in our pyrolysis oven. The innovative solutions that are processed gives our customers several advantages. The environment is very important to us so we choose to install energy-efficient industrial burners. Several concrete projects, which are already completed confirmed that this fair is a good investment for our company.

If I have to summarize my job at Lückerrath it will be like this: It is a very challenging job within a dynamic company. The many international contacts and wide opportunities gives me great satisfaction."

Winners customer satisfaction research 2009

As a result of our customer satisfaction research an independent adviser picked two winners out of the returned forms. These winners are:

Mr. W.J. Zanen, (Bakker Repair, Sliedrecht, NL). Thanks to his result he wins a fully organized VIP treatment at a football match of Willem II during this football season. The other winner Mr. P. Antanné, (L'Hôtelier R2A, France) has won a luxurious dinner for 3 persons. Both of the winners are informed.



Herman van Doorn, Lückerrath

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