



# MyTherminol & Total Lifecycle Care<sup>®</sup>: A Winning Combination

## A **THERMINOL.66** Customer Case Study

What's the true measure of a customer care program? Responsiveness ... expert advice ... putting service in front of profit? Whatever the measure, customers say the Therminol<sup>®</sup> heat transfer

**“Online access to our fluid history allowed us to aggressively monitor usage data and pinpoint the exact source of the problem.”**

fluid technical team at Solutia exceeds the mark. When a long-time customer began having problems in his manufacturing process, he trusted the experts at Solutia to help find a solution. The customer uses Therminol 66 – the leading high-temperature, liquid phase, heat transfer fluid – at one of its plants in the United States.

In mid-2004, the manufacturer's heat transfer system began to experience increased fluid make-up rates. “This signaled problems beyond our heat transfer fluid,” said the senior process engineer responsible for the

Therminol system. “We were most concerned with the prospect of increased downtime in the case that we didn't pass our state inspection.”

Each year the state inspects this manufacturer's system to ensure that it is operating safely. These routine inspections can cause the plant to halt operation for one to two weeks. If a problem is found, a follow-up inspection can be scheduled, causing further lost production time and profit. “Our product is in high demand and our customers

depend on us to provide shipments on a consistent basis. Shutting down unexpectedly for additional inspections can't happen,” added the engineer.

Solutia's Therminol heat transfer fluid specialists stepped in immediately to help determine the underlying cause. Access to MyTherminol – Solutia's online service which allows users to access sample fluid analysis history – allowed the team to trend data and pinpoint when problems began. According to the plant engineer, “the Solutia team visited the site multiple

times, analyzing and researching data. Having archived data of our fluid condition was essential in showing that we had control of the situation and were improving the system performance.”

“During their onsite visits, I was impressed with how the Solutia team was most concerned with making sure our engineers knew how the system operated. They were focused on providing us with long-term solutions rather than selling us more fluid.”

Together, the manufacturer and Solutia identified the cause of the

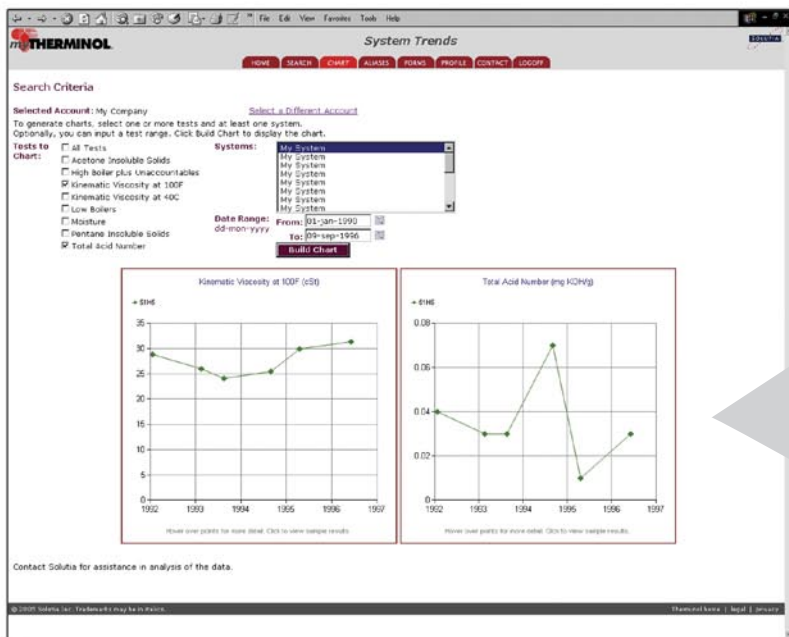
**“MyTherminol is a service we will use for regular fluid monitoring.”**

problem – ultimately unrelated to the fluid and corrected with a minor operational change. This avoided lost production time, saved over \$250,000/year in fluid make up and avoided increasing the state inspection frequency.

MyTherminol is the latest service offered through Therminol's Total Lifecycle Care® Program (TLC). The TLC customer care program supports Therminol customers throughout their systems' lifecycle and includes system design support, start-up assistance, training, sample analysis, flush and refill fluids

and a fluid trade-in program. MyTherminol is just another example of how the Therminol technical team is enhancing the experience of using Therminol heat transfer fluids. Solutia is the world leader in high-temperature synthetic heat transfer fluids, providing more than 50 years of excellence in

technical support, customer service, performance and innovation. For more information on MyTherminol and Total Lifecycle Care, call 1-800-433-6997, visit <http://www.therminol.com> or send a request on company letterhead to Solutia Inc., Therminol-2S, P.O. Box 66760, St. Louis, Missouri, 63166, USA.



**MyTherminol provides access to sample history and allows the user to view the results in charts and tables quickly and easily.**

Report Date	Sample Num	Form Num	Fluid	System	Viscosity cSt	Acid mg KOH/g	Moisture ppm	Solids mg/unit	Low Boilers %	High Boilers + UAs %
06-Jun-96	FP18276	HP3000	Therminol 66	My System	31.35	0.03	192.40	152.50	10.80	10.20
19-Apr-95	FP17150	HP3000	Therminol 66	My System	29.92	0.01	32.60	117.20	5.70	2.00
01-Sep-94	FP16375	HP3000	Therminol 66	My System	25.47	0.07	245.00	17.20	8.60	4.80
19-Aug-93	FP15384	HP3000	Therminol 66	My System	24.10	0.03	59.00	18.00	6.60	9.60
17-Feb-93	FP15033	HP3000	Therminol 66	My System	25.99	0.03	88.00	24.00	4.90	6.20
23-Jan-92	FP14009	HP3000	Therminol 66	My System	28.84	0.04	143.00	23.00	3.10	5.40

