

# When an Indorama Ventures plant went down, **Eastman was there to help.**

*Eastman delivered Therminol® heat transfer fluids on a tight deadline at a difficult time of year.*

## SITUATION

When two heat transfer systems failed at the Rotterdam facility of Indorama Ventures in November 2018, the global manufacturer of polyethylene terephthalate (PET) needed quick answers and a timely solution. With the facility down, Indorama was losing production and money.

"This was the worst possible moment in time of the year to do an urgent job," said Indorama's PET operations manager at the site. "Everyone was about to go on holiday."

Within 24 hours, two Eastman technical experts were on site to assist. Eastman labs also analyzed more than 20 different samples to help Indorama understand which parts of its systems were leaking.

## ANALYSIS

Once the lines were repaired and a new heat exchanger installed, the old heat transfer fluid—which had become too viscous—had to be replaced. The system also had to be flushed and cleaned. The quickest solution was to flush both systems with new heat transfer fluid.

One system used 100 metric tons of Therminol 66. The other used 70 metric tons of Therminol VP-1. In addition to replacing the existing fluid, Indorama needed enough fluid to thoroughly flush its systems. That meant they needed even more fluid, and they needed it as quickly as possible.

## SOLUTION

Eastman found a solution by supplying a mix of bulk and drums for both products. Eastman agreed to deliver 100 metric tons of Therminol 66 on December 4 and 80 metric tons of Therminol VP-1 on December 14. The fluid was delivered in heated ISO containers.

Within two months of the plant going down, Indorama Rotterdam was back online.

**"When our back was against the wall, Eastman was there beside us. They did whatever it took to get us the product in short order."**

**—PET operations manager**



**Eastman Corporate Headquarters**  
P.O. Box 431  
Kingsport, TN 37662-5280 U.S.A.

U.S.A. and Canada, 800-EASTMAN (800-327-8626)  
Other locations, +(1) 423-229-2000

[www.eastman.com/locations](http://www.eastman.com/locations)

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