

MyTherminol and TLC Total Lifecycle Care® A winning combination

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® heat transfer fluid technical team exceeds the mark. When a long-time customer began having problems in his manufacturing process, he trusted the Therminol technical specialists to help find a solution. The customer uses the leading high-temperature, liquid phase Therminol 66 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 makeup 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 case we didn't pass our state inspection."

"MyTherminol is a service we will use for regular fluid monitoring."

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.

The Therminol heat transfer fluid specialists stepped in immediately to help determine the underlying cause. Access to MyTherminol—

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

an 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 Therminol 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 on-site visits, I was impressed with how the Therminol team was most concerned with making sure our engineers knew how the system operated. They were focused on providing long-term solutions rather than selling us more fluid."

Together, the manufacturer and the Therminol team identified the cause of the 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 makeup, and avoided increasing the state inspection frequency.

MyTherminol is offered through Eastman's TLC Total Lifecycle Care program. This comprehensive program supports Therminol fluid 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. Eastman 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.

*Fluid trade-in program available in North America only.



myTHERMINOL

For more information, or to find the sales or technical contact nearest you, visit the "Contact us" page on our website:
www.therminol.com.

North America
Solutia Inc.

A subsidiary of Eastman Chemical Company
575 Maryville Centre Drive
St. Louis, MO 63141 U.S.A.

Telephone:

Customer Service, 800-426-2463

Technical Service, 800-433-6997

Fax: Customer Service, (1) 314-674-7433

Latin America

Solutia Brasil Ltda.

A subsidiary of Eastman Chemical Company

Rua Alexandre Dumas, 1711—Birmann 12—

7º Andar 04717-004

São Paulo, SP, Brazil

Telephone:

Brazil, 0800 55 9989

Other Locations, +55 11 3579 1800

Fax: +55 11 3579 1833

Europe/Middle East/Africa

Solutia Europe SPRL/BVBA

A subsidiary of Eastman Chemical Company

Corporate Village—Aramis Building

Leonardo Da Vincilaan 1

1935 Zaventem, Belgium

Telephone: +32 2 746 5000

Fax: +32 2 746 5700

Asia Pacific

Eastman (Shanghai) Chemical

Commercial Company Ltd.

Building 3, Yaxin Science & Technology Park

Lane 399 Shengxia Road

Pudong New District

201210, Shanghai, P.R. China

Telephone: +86 21 6120 8700

Fax: +86 21 5027 9229

EASTMAN

The results of insight™

Eastman Chemical Company
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

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