

SUCCESS
ON THE
JOB

CUSTOM MADE COILS

HEATCRAFT COMMERCIAL PRODUCTS



The Atlantic — part of the fleet of Premier Cruise Lines — depends on Heatcraft replacement coils to keep its passengers satisfied.

Cruise Line Makes Heatcraft Its “Port of Coil”

THE PROBLEMS

One: Cooling coils on the Majestic and the Atlantic — two of Florida-based Premier Cruise Line’s ships — froze while dry-docked in Maryland during unusually cold weather. Both ships were scheduled to begin cruises in a week.

Two: Forty-six coils, all different sizes, would need to be replaced before the ships were due to set sail.



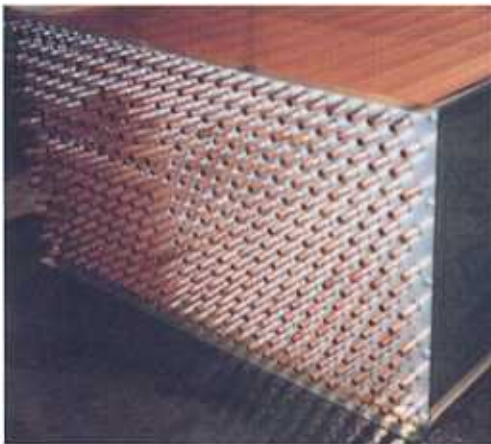
Pointing out the ice on the old coils’ return bends.

HEATCRAFT

THE SOLUTION

Call Heatcraft's Commercial Products plant in Grenada, Mississippi, where custom-made, "guaranteed to fit" replacement coils can be manufactured according to original specifications and shipped in as little as 48 hours.

Premier contacted Control Center, Inc., Heatcraft's field representative in Florida. Cecil Griffin and Marcus Turner immediately flew to Maryland to measure the coils. When they arrived they found the ship's decks



One of the new Heatcraft coil slabs in production — less than 48 hours after engineering data was received.

covered in ice, and ice hanging from the return bends of the coils.

The first set of coils to be measured were on the Majestic. "There were 18

coils ranging from 4 to 16 rows deep, with copper fins and stainless steel casings," said Griffin. "Each coil was unique," Turner said, noting fins ranged from 18" to 69" tall and 14" to 67" long.

Quickly compiling the information with Manolis Vlahos — Premier's Director of Engineering — Griffin and Turner sent certified drawings to Teresa Ballard, Heatcraft's inside sales representative, at 3:45 pm on



While the ships were dry-docked, unusually cold weather iced over the decks and froze the old cooling coils.

February 8. Then they set to work measuring the second set of coils on the Atlantic.

The order for the Majestic was in the computer system by 4:30 pm the same day and the necessary paperwork was in the drafting department in 30 minutes. Having been at work since 7 am, the draftspeople worked until midnight on the drawings needed to begin coil production. Meanwhile, Ballard contacted several local truck lines to determine the best routing to the job site.

Coils for the Majestic shipped by noon on Friday, and delivered to the job site by noon the next day. The second set of coils for the Atlantic shipped on Tuesday morning and were delivered by noon the next day. Already faced with a full production schedule without the Premier coils, Heatcraft delivered the coils on time and without disrupting the plant's normal schedule.

THE RESULT

Teamwork between Heatcraft's factory-trained field representatives, the inside sales staff and the production crew were keys to getting the coils built, shipped and installed so the Majestic and Atlantic could start their scheduled cruises on time. "The coils are operating with no problems," said Vlahos. "Heatcraft gave us the quickest service when we really needed it."

- CUSTOM DESIGNED COILS ARE OUR SPECIALTY
- TIMELY DELIVERY IS OUR PROMISE
- SATISFIED CUSTOMERS ARE THE RESULT

HEATCRAFT

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