



VORTEX WYE LINE DIVERTER HANDLING DIATOMACEOUS EARTH

- Customer:** Manufacturing and Resource Company
- Material:** Diatomaceous Earth
- Product:** This material has multiple uses: filtration, absorbent, reinforcing filler for plastics, cat litter, thermal insulator, anti-block for plastic film, and stabilizing compound for dynamite.
- Application:** Divert material in a pressure system to two destinations
- Challenge:** Obtain the correct diverter for the application



Results:

When the company process engineer expanded an internal system that required a diverter valve, he placed an order for a standard 2-way diverter with a local supply house. In turn, the supply house ordered the diverter from Vortex.

Shortly after the diverter was installed, the local Vortex representative was visiting the facility. During the call the customer related how disappointed he was with the Vortex diverter valve. The diverter he ordered began sticking shortly after it was installed and was not reliable. The local representative was quick to obtain information regarding the application, the problematic valve, and what he could do to help rectify the situation.

The fix was actually rather simple. The supply house had not asked enough questions about the application. They were not aware of the increased temperatures the valve would experience. As such, a valve suited for ambient temperatures was ordered.

The representative took it upon himself to box up the valve and returned it to Vortex. Vortex reworked the valve to include special seal material that would withstand the higher temperatures (225–250 degrees F). Turnaround time for the fix was less than a week.

The valve was reinstalled and has experienced no problems since the fix was made. Thanks to the actions of the local representative, the customer has a positive opinion of Vortex products and the personnel who service Vortex accounts.

This experience points out the importance of completing a data application sheet for each valve before it is ordered. The information contained alerts Vortex sales engineers to special environmental, material, or system factors that should be addressed. Providing a properly modified valve better ensures a successful solution for the application.