



## INTERNATIONAL MINING PROFILES

# MULTOTEC FOCUSES ON CUSTOMER-CENTRIC MANUFACTURING AND SERVICE

Customers are increasingly seeking products that have an extended lifespan to provide them with more cost effective operations. As customer awareness of the importance of quality versus cost grows, they are taking cognisance of aspects such as application of appropriate product to given parameters, materials of construction and process knowledge.

“With mounting customer product consciousness comes the need for suppliers to thoroughly understand customer metallurgical and beneficiation processes. This is necessary as although customers are very knowledgeable on their metallurgical processes they often do not have the skills to match the most appropriate product to the application for optimum efficiency,” Rhodes Nelson, managing director at Multotec Manufacturing, says.



One of the differentiators that Multotec brings to customers in terms of reducing operating costs is screen deck mapping. Screen deck mapping involves the optimum layout of screen panels across a screen deck to ensure all process requirements are met. “To do this you require a thorough knowledge of both upstream and downstream processes, product applications knowledge and an understanding of the use of screen media or panels across all commodities,” he says.

As an example he refers to an iron ore double deck screen where there are 14 different types of

*Understanding customers' needs and how to apply Multotec's products as appropriate solutions is one of the Group's major strengths.*

screen panels on the screen deck. “In an instance such as this, Multotec would take ownership of the screen panel maintenance to ensure maximised uptime and throughput,” he adds.

Monitoring systems are finding increasing favour in the minerals beneficiation sector and Rhodes cites its Hawkeye system which allows predictive maintenance on critical wear items such as screen

panels, flotation wet ends, mill lifter bars or cyclone liners. Another innovation from Multotec that customers are seeing results from is the use of visual wear indicators on screen panels. “All these value add aspects of our products are assisting our customer base to reduce maintenance requirements,” Rhodes says.

In line with this, there has been a move towards proactive maintenance and refurbishment with respect to value versus cost. Refurbishment of cyclones and flotation wet ends, as well as complete screen units, is also gaining in popularity and can be accommodated by Multotec's branch infrastructure.

“Multotec has taken a very strategic customer-specific approach whereby we actively partner with the customer for the life of the mine. Naturally, the feed stock will change over the course of time and as the feed stock changes this requires refinement of the product. For example, as differing feed is being processed, screen panels on screen decks will need to be changed to accommodate this difference in the material being screened,” Rhodes points out.

He points out the example of copper run through oxides and then sulphites. “This is why it is essential for a supplier to be aligned with the customers and to have a clear understanding of the process. The old traditional way of thinking that once you have sold the product and it is installed your involvement ends, does however still exist in some sectors. This is an erroneous approach, since the source feed changes, the blend changes and the plant needs to be able to refine its process as these changes occur. This requires the supplier to intimately understand the customers' businesses in the long term. In this way Multotec can continuously add value.”

Multotec's 40 plus years' of experience, coupled with international exposure to best practice and collaboration with international companies and customers, allows the group to stay abreast of technology. Technically skilled sales personnel with process knowledge are able to engineer fit for purpose solutions that will provide immediate return on investment in the form of enhanced productivity and reduced maintenance, through decreased wear. Ongoing in-house training of employees ensures that Multotec people are kept up to date on product developments, process knowledge and international trends.



*Multotec partners with its customer to ensure that information about products and the application solutions are shared with industry.*

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