

**New Asia HPLC customer says...
" 'friends' not only business partners"**

The punch list was so short the QC Manager invited the LEWA-Nikkiso staff to a special appreciation dinner.

The customer is a leading API manufacturer in Taiwan (R.O.C.) with history more than 50 years. They owned a competitor's HPLC systems built on LEWA pumps and a competitive system without LEWA pumps. After seeing the reliability of the LEWA pumps they contacted LEWA-Nikkiso for a quote on a LEWA EcoPrime HPLC 15L/min with multiple [LEWA LDE3](#) pumps.



LEWA designed, automated and manufactured process scale HPLC.

Customer satisfaction:

Customer understood the extra value of the LEWA unit by just viewing the EcoPrime HPLC system. They already knew the performance and reliability of LEWA pump by their existing system. One example was the fragment collection function of EcoPrime which was far superior. Presently they have to operate fragment collection manually on the competitor's system.

Local language and support

The customer sent several operators to LEWA Process Technologies for the Factory Acceptance Test (FAT). The LEWA Process Technology automation expert is fluent in Chinese and thus the training / FAT being conducted primarily in the Chinese language was very appreciated by the Taiwan customer. Additionally the LEWA – Nikkiso Taiwan agent, Taikisso was present for the FAT as was a senior engineer from Nikkiso (Japan). Both took home an intimate understanding of the system design and operation helping to support the customer locally.

Remote troubleshooting and training.

The unit has a VPN remote connection capability. Activated only by the customer, this unique capability allows LEWA Process Technology automation experts to link directly to the system. This capability has been utilized several times since installation to train and assist local technicians at a moment's notice. This has been very appreciated by the customer and assures timely troubleshooting by the manufacturer directly.



LEWA pumps were well respected by the customer from previous experience. Featured on this unit are the

[LDE 3 series.](#)



LEWA design the HPLC system for operation in solvent extraction environment with explosion proof electrical.

The panels are designed to Class 1 Division 2 and/or Zone 2T Explosions codes

The design and construction of the machine met the following standards, assuring the customer receives a safe, ergonomic machine capable of producing their product within the guidelines of the FDA and cGMP:

- System designed for cGMP operation and validation
- Audit trail for compliance with CFR 21, part 11 specifications and performer/verifier traceability for cGMP operations and compliance
- FDA approved USP Class VI materials and seals
- Compliance to ASME-BPE
- LEWA hygienic metering pumps are EHEDG certified
- OSHA (Accordance with all OSHA Guidelines)
- ASME Section IX (Welding)
- BPE (Bio Processing Equipment) Welding Specifications

For more information contact:

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About LEWA:

LEWA through its LEWA Process Technologies unit provides custom engineered purification and fluid management technologies and services that are shaping a new age in advanced manufacturing. Our broad expertise in process innovation and open architecture software helps our customers to deliver quality and cost effective engineered solutions. In addition, we are aligned with LEWA GmbH, and Nikkiso, Corporation to leverage the global sales and service and fluid dynamic innovations of these multi-national leaders in fluid dynamics and precision pumps.

Our existing services of OEM fabrication, engineering / design services, automation, piping and custom manufacturing form the basis of our customer base. Headquartered in Devens, MA, LEWA Process Technologies is a unit of LEWA GmbH and its parent NIKKISO CO., LTD. Nikkiso & LEWA employees which number over 5000 are committed to serving our customers in more than 100 countries. For more information about LEWA, visit our website at www.lewapt.com.

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