

# Steam & Boiler

REVIEW

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## INTERACTION

**Yogesh Shah**

Director,  
Energypack Boilers Pvt. Ltd.,  
Mumbai



Shri Yogesh Ramanlal Shah graduated in Mechanical & Electrical Engineering from Mumbai in 1972 and after seeking experience from Premier Automobiles in Foundry & Assembly section joined M/S. Suresh Engineering Works Mumbai. They were then doing Fabrication of Steam Piping, Boiler repairs Fabrication of all types of Heat Exchangers, Reaction Vessels for pharmaceuticals Mixers for Paint Factories etc.

In 1977 he became a Director of M/S. Suresh Engg. Co. Pvt. Ltd. With his vast experience in various fields, started his own workshop for Fabrication and Repair of IBR boiler in the name of Allied Engg. and Repair Works in 1981. After getting to know the various short comings of various boilers during their repairs, the company itself then started manufacturing boilers in 1985. Later on the company has started manufacturing pressure parts of boilers duly approved by IBR for M/S. Forbes Marshall as per their Cochran Design.

In the year 1987, the company has started marketing own boilers in the name of AERW boilers. In 1988, has floated a firm in the name of M/S. Energypack Boilers Pvt. Ltd. in Gujarat. Now he solely looks after the overall working of the company and handling finance for the company.

During the interaction with "Steam and Boiler Review" Shri Yogesh Shah shares his views about the selection of boiler and its fuel. Here are the excerpts:



Interaction with  
**Shri Yogesh Shah**  
 Director,  
**Energypack Boilers Pvt. Ltd.,**  
**Mumbai**

**SBR** As a part of your involvement in industry for more than two decades, could you please highlight the major changes you have seen in boiler manufacturing industry during this period?

**The Highlights of Changes**

- a) Originally the boilers were riveted. Now adopting the newer technology, the boilers are of welded construction.
- b) Thereby the floor area required for installation of boiler is reduced.



- c) Originally the manufacturers were supplying boiler with adequate heating surface. Though the Raw material Prices are going up there is no appreciable rise in the Boiler Price. Due to this the manufacturers are reducing the heating surface area thereby reducing Raw material input. But this is not the remedy. These are all short term remedies.
- d) However, the manufacturers should design their boilers in such a way that the max. Heat transfer takes place in the boiler itself, with this, the extra attachments e.g. Economiser, Air Heater etc. are not required to be installed for extraction of heat energy.
- e) The boiler purchaser has become aware of the technical aspects and decides the purchase by ensuring proper and suitable technical aspects.

**SBR Please chart out your journey so far, highlighting the major turning points in your career?**

Having graduated in Mechanical & Electrical Engineering from Mumbai in 1972 and after seeking experience from Premier Automobiles In Foundry & Assembly section joined M/S. Suresh Engineering Works Mumbai-33. They then were doing Fabrication of Steam Piping, Boiler repairs Fabrication of all types of Heat Exchangers, Reaction Vessels for pharmaceuticals Mixers for Paint Factories etc.

In 1977 became a Director of M/S. Suresh Engg. Co. Pvt. Ltd who were mainly Founders & Fabricators. With this vast experience in various fields started my own workshop for Fabrication and Repair of IBR boiler in the name of Allied Engg. And Repair Works in 1981. On getting to know the various shortcomings of various boilers during their repairs, started manufacturing boilers in 1985.

Started manufacturing pressure parts of boilers duly approved by IBR for M/S. Forbes Marshall as per their Cochran Design. In 1987 started marketing own boilers in the name of AERW boilers. In 1988 floated a firm in the name of M/S. Energypack Boilers Pvt. Ltd. in Gujarat. Now solely look after the overall working of the company and handling finance for the company.

**SBR What do you consider as the chief ingredient for your success?**

The success is attributed to enthusiasm, hard work and moral support from the family.

**SBR According to you, how important is after-sales-service in the Boiler industry?**

**What are the necessities and how do you meet them?**

A reliable and efficient after Sales Service set up not only helps manufacturers create differentiation and generate customer loyalty, but it is also a sustainable source of profits. However, to transform the after sales service business into a thriving profit center in today's environment, the manufacturer must overcome several challenges in areas such as proactive service management, analytic and knowledge management capabilities, field service management and service process outsourcing.

**What is customer service?**

There are many simple things you can do to improve the service you provide. The starting point is to deliver what you promise, every time. To make sure you keep satisfied customers, you must keep your word. If you do more, you will impress your customers and they will recommend you to their friends. Finally, you must listen and respond when they have complaints.

**Exceptional customer service.**

Customer service is all about expectation. A business that offers a fast response or a personal service is setting up an expectation. If that company does not fulfill its promise, its customers will be disappointed.

Make sure your members of staff are delivering the level of customer service you expect. Lead by example and show your team exactly how you want them to deal with customers. Encourage them to come to you with feedback and suggestions. When you recruit new staff, look for people with the right attitude.

**What are you promising your customers?**

Go through all the aspects of your sales and marketing and identify your selling points. Are your customers' expectations being met or exceeded?

The best way to wow your customers is to under-promise and over-deliver. If you know you can deliver in three days, promise five and your customer will be pleasantly surprised.

It's good to advertise your strengths, whether they are fast delivery times, friendly service or top quality products. But if you make empty promises and the reality does not match your claims, then you will lose business. However, if your service is top notch and your customers agree then tell the world - there's no stronger marketing message.



**SBR** What is the training that you as Boiler manufacturer need to give to your clients after you supply a Boiler?

The clients are generally informed about correct ways of installation, method of operation, generally observed faults and its remedies. We normally give a Manual along with the supply enumerating all the aspects e.g. installation, Operations, fault finding methods, generally occurring faults and its remedies, methods of maintenance and regularly required maintenance.

**SBR** What are the certifications and documents that a Boiler manufacturer and supplier usually is expected to provide to the purchaser?

The Boiler Manufacturer is expected to submit the Certificates of Boiler Manufacturing issued by Illrd Party duly signed OR if the Illrd Party is not involved then the manufacturer should submit the same duly signed. The manufacturer should also provide the purchaser the Guarantee / Warrantee certificate for the items manufactured by him or for bought out items for a minimum period of 12 months from the date of supply.

**SBR** The Boiler as the equipment, and the Fuel, as the operating media, have a very close relationship and effect on Boiler efficiency. What should a Boiler user look for while purchasing a Boiler and suitable fuel?

The purchaser should always decide the fuel which he wants to use in the boiler which he is going to purchase and use. The main criteria will be availability of fuel at a cheaper rate. Then he should select the boiler accordingly and ensure that the desired fuel will be fully burn in the selected boiler.

**SBR** Comparing Boiler used for generating steam for application in industries and boilers used for generating steam to produce power, what are the differences between them other than size or capacity?

A utility boiler and an industrial boiler are significantly different. Yet, because both generate steam, legislators and regulators have tended to treat them in the same fashion. The major differences between industrial and utility boilers are in three principal areas:

- The size of the boilers,
- The application of the steam the boilers generate and
- The design of the boilers.

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The Industrial boilers work at a lesser pressure as compared to Power Generation Boiler. The Power Generation Boilers are mainly water tube boilers however Industrial Boilers can be smoke tube boilers. The differences between industrial and utility boilers are major. These differences warrant separate development of the laws and regulations that apply to each. Treating them both in the same fashion, simply because they both generate steam, inevitably results in unfair and inappropriate standards.

**SBR** Tell us about Energypack. What kind and capacities of Boilers does Energypack supply? What are the application industry sectors that you closely work with?

Energypack Boilers Pvt. Ltd. manufactures industrial boiler having following capacities:

- a) 500 Kgs/Hr. to 15000 Kgs./Hr Oil / Gas fired Boilers OR Dual fired Boilers.
- b) 500 Kgs/Hr. to 6000 Kgs/Hr. Coal/ Wood/ Agro waste fired Boilers.
- c) 100 Kgs/Hr. to 600 Kgs/Hr. Oil/ Coal fired Coil type of Boilers.

We cater pharmaceutical industries, chemical industries, rubber industries, dairies, ordnance factories, Indian Navy, Railways etc.

**SBR** What are the other related activities that 'Energypack' group takes up for Boiler users? What is the future plan of the company?

We also deal in Waste Heat Recovery Boilers, Thermic Fluid Heaters, Air Heaters, Chimneys, Storage Tanks of M.S./ S.S., Heat Exchangers and Pressure Vessels. We also under take Turn Key Contracts. Over and above these items we also manufacture Autoclaves for Precision Foundries. **SBR**