

Better and cheaper service through local presence

With service facilities in both Denmark and Singapore, SVANEHØJ Danmark A/S and Hamworthy Pumps Singapore can be on-site at short notice. For a regular customer like OSM Tanker Management, this is a great advantage.

In the summer of 2019, SVANEHØJ and its sister company Hamworthy Pumps established a large shared service centre near the terminal in Singapore. A growing number of customers are serviced from here, with everything from planned servicing to emergency repairs.

Our activities in South and Southeast Asia have grown significantly in recent years, which makes expanding our service setup a natural step for us. The location in Singapore lets us act at short notice and provide market-leading service for both SVANEHØJ and Hamworthy pumps, says Service Manager Martin Lund Jensen.

Much easier and more cost-effective

One of the customers who is experiencing the value of SVANEHØJ's and Hamworthy Pumps' enhanced service setup is OSM Tanker Management.

- It makes it much easier and more cost-effective to get technicians onboard when required for the vessels

which are trading in South Asia. Being in the same time zone helps to improve communication, and having a local warehouse helps to coordinate the supply of spares, says Rishib Dev Satija, vessel manager at OSM Tanker Management.

Rishib Dev Satija generally experiences SVANEHØJ and Hamworthy Pumps as being highly competent professionals who do not compromise on the quality of their work.



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– Rishib Dev Satija, Vessel Manager at OSM Tanker Management

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Consistent service and support

OSM Tanker Management recently had technicians from Hamworthy Pumps on board when LPG carrier Napa Spirit docked in Kuantan, Malaysia, to replace the shaft seals on their SVANEHØJ DW 250 Cargo pump. Within a matter of hours, the engineers had solved the task – without disturbing the crew, who were able to concentrate on readying the ship for the original task of loading gas.

- They only had a small window of time to solve the problem and service the ship. To us, efficiency and quality is everything, and our partnership with SVANEHØJ and Hamworthy Pumps is the best solution to meet our needs, as they offer consistent service and support, says Rishib Dev Satija.

At SVANEHØJ and Hamworthy Pumps, we are available to you 24/7. Write to us at svanehoj@svanehoj.com or call our service hotline on +45 40 26 39 74.

Customer name: OSM Tanker Management

Ship's name: Napa Spirit

IMO No: 9254953

Pumps installed:

1 Pcs. DW200/200-3-K+I LPG cargo pump

1 Pcs. DW250/200-3-K+I LPG cargo pump

