



PAC

insider



PAC Laboratory

Although PAC has been traditionally a provider of analytical instruments and technology for both laboratory and process applications, the advanced laboratory analysis equipment and technologies of PAC's family of familiar names have made PAC the leading laboratory equipment market leader. With a product portfolio of over 200 instruments, PAC serves its customers with cutting edge technology and significant R&D resources to support its core technologies, including chromatography, elemental analysis, physical properties, fuels composition, and laboratory automation. PAC's family of well-known and long-established leading product lines have brought constant innovation to multiple industries for decades; these lines, including ISL, Walter Herzog, PetroSpec, PSPI, AC Analytical Controls, Alcor, and Antek, have for years been the backbone of best-in-class laboratories around the world, providing the basis for breakthrough product and process development. They have been the enabling technology behind innovation in industries



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PAC Process Analytics

Tighter regulations and specifications for fuel quality and compliance have expanded the role and importance of on-line process analyzers, in part due to the need for real-time analysis. This fast, real-time analysis means a much earlier detection of problems or issues. Since the process analytical equipment is thoroughly integrated with process control and quality systems, the refiner or fuel blender is better able to produce products of higher and more consistent quality, and to better meet specifications as well as to improve safety and environmental compliance, including compliance with sulfur and nitrogen regulations.

In keeping with PAC's commitment to serving the comprehensive needs of its customers as well as their determination to remain proactive to the needs of the industry, PAC has renewed its focus on Process Analytics and will leverage its current Antek and PSPI businesses. This organization will be managed by Vice President Ron Holsey. PAC's expanding involvement in the Process Analytics market is a natural one for PAC, according to Holsey.

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Arab Lab, a laboratory-specific conference held in Abu Dhabi, was an encouraging success for PAC. Innovative products exhibited included Antek's new MultiTek™ and AC Analytical Controls' CNS Simdis. ■

PAC Laboratory

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such as refinery, petrochemical, biofuels, environmental, food and beverage, pharmaceutical, and more.

PAC's global Lab Instrument sales and service organization, going forward in 2010, will be headed by Vice President Eef Klok. The sales and support teams in this organization will have a strong regional focus and optimize customer relationships and drive an increase of market share in all of the existing and new regions. An important objective for the Lab team is to penetrate more strongly into high growth regions such as India, China, Brazil, Russia, and the Middle East. This will be a major goal for 2010.

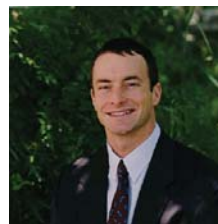
Perhaps the most remarkable result of the dynamic synergy of unique technologies comprising the PAC family has been the development of new, cutting-edge analytical instruments such as the Antek MultiTek™ and other products that have been inspired by combining the technological strengths of multiple products. MultiTek™, for example, is the only instrument on the market that combines testing for sulfur, nitrogen, and halides all in one. Compact, powerful, automated, and multi-configurable, it's the perfect solution to today's increasing demand worldwide for fast, accurate detection and analysis of unwanted chemicals, pollutants, contaminants, and corrosive elements. MultiTek™ detects these substances through a uniquely efficient process that includes combustion Ion Chromatography (IC), Ultraviolet Fluorescence (UVF), and Chemiluminescence technologies. ■

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"PAC has achieved global preeminence over the years with our advanced laboratory analysis equipment and technologies. Now, we are bringing these proven methodologies to process analytics. These are transferable technologies; we're dealing in most cases with the same customer, even though lab and process are essentially two different worlds. In simplest terms, we can essentially offer the customer "Lab Accuracy On-line", with correlation from Lab to Process using the same analytical engine." Primary process applications include Nitrogen for Catalyst protection and On-line sulfur.

Some of the benefits to the customer include improvements in speed and accuracy, due to the real-time nature of the analysis (rather than sampling and lab testing, which takes time); an overall lower cost of ownership than lab analysis; higher throughput, due to less interruption of production, sampling, or process anomalies; and improved distillation analysis for blending operations. It will allow the customer greater control over the process, due in part to a shorter time between sampling – 4x a day with laboratory-based analysis, versus every 30 minutes, as an example. This will significantly improve process optimization, and the production control, on-site, is fully automated. ■

Houston-based Aftermarket Parts Team Takes Shape



In keeping with PAC's ongoing commitment to providing optimum customer service and better accessibility, a new Houston-based Aftermarket Parts Team has been formed to expedite parts delivery for PAC's

world-class family of advanced analytical instruments for laboratories and online processes. Heading up the team is Mark Bezek, Director, Aftermarket parts. "Our new team is dedicated to ensuring that our valued customers have the parts that they need and have them fast" Bezek says. "Ordering will be easier, more parts will be readily available, and they will ship quickly." The Team's initial efforts have already produced marked improvement and success; "Call times are now measured in seconds, not minutes" he adds. ■

MultiTek™ LLS

The new Antek MultiTek™ LLS provides accurate, low-level Sulfur measurement in diesel fuel samples; free of Nitrogen interference. Driven by stringent governmental rules and regulations, the petroleum refining industry must comply with strict limitations on low levels of Sulfur content in diesel fuel. The new MultiTek™ Low Level Sulfur (LLS) detects these trace Sulfur substances through a uniquely efficient process that includes the addition of ozone to combustion ultraviolet fluorescence (UVF) technology.

The MultiTek™ LLS provides Nitrogen interference-free detection of low level Sulfur in diesel samples, detection that is, additionally, fast, accurate, and repeatable. An improved, stable UV lamp combined with an intuitive software interface means that less time is wasted in frequent calibrations and manual

setup methods, and more time is spent in productive testing.

Nitrogen-containing cetane improvers, e.g., 2-ethylhexyl

nitrate (2-EHN), are currently added to diesel fuel formulations to improve ignition and raise the cetane number rating of diesel fuels. The presence of Nitrogen-containing compounds in diesel fuel samples shows a significant positive bias to low level Sulfur measurements when using combustion ultraviolet fluorescence (UVF) technology to assess Sulfur content. Eliminating this Nitrogen interference phenomenon requires an analysis method with high Nitrogen rejection ratios. ■



"No idea is so outlandish that it should not be considered with a searching but at the same time a steady eye."
— Winston Churchill

Insider Highlight: Meet Xavier Tan, PAC's Asia Pacific Regional Service Manager



As Regional Service Manager for a large geographic territory in Asia, Xavier Tan has his hands full; yet he still finds satisfaction in being able to attend to the needs of PAC customers on a personal level, despite the demands. Xavier's Southeast Asia territory includes Australia, New Zealand, Singapore, and Thailand. He brings strong credentials to his position, holding advanced degrees in both Mechanical and Marine Engineering and a strong background in technology and customer service.

Xavier's primary area of responsibility is 'After Sales' service; this is the most important area of focus in PAC's dedication to total customer service and satisfaction. "We're responsible for everything after the sale; this includes installation, commissioning, service calls, repairs, whatever it takes to get the equipment up and running optimally in the customer's facility" Tan says. "We also provide comprehensive training to customers, including their equipment operators and technicians, and especially our own distributors" he adds.

Tan joined PAC a year and a half ago, in July 2008. His current responsibilities are primarily for PAC laboratory requirement systems (PAC also offers systems for online production testing and monitoring).

"PAC is a truly diversified company; we work with many different people, cultures, languages, and individual ways of thinking and approaches to technology. These things help make my job very interesting, as well as a challenge. We work with our customers within the scope of their own environments; how well we are able to do this is a measure of how successful we are at being a truly global company." ■

PAC 2010 Training Schedule: 1st Quarter

A new year also brings a new training schedule! PAC offers training sessions throughout the year on various instruments at many of our locations. Contact your local PAC representative for more information and details about our 2010 schedule:

- January 26-28, 2010
Course: [AC Analytical Controls' SIMDIS](#)
Location: Singapore
- February 1-2, 2010
Course: [Herzog's HDV 632](#)
Location: Houston
- February 3, 2010
Course: [Herzog's OptiDist™](#)
Location: Houston
- February 4-5, 2010
Course: [Antek's 6200](#)
Location: Houston
- February 8-9, 2010
Course: [PCS' HFRR](#)
Location: Houston
- March 10-12, 2010
Course: [Antek's MultiTek™](#)
Location: Houston
- March 23-25, 2010
Course: [AC Analytical Controls' High Speed RGA](#)
Location: Singapore

PAC Events Calendar

If you're attending a trade show where we'll be exhibiting, please feel free to stop by and meet our team! Following is a list of upcoming events:

- February 8-9, 2010 – [National Biodiesel Conference](#), booth 408 in Grapevine, TX (USA)
- March 1-4, 2010 – [Pittcon](#), booth 3431 in Orlando, FL (USA)
- March 23-26, 2010 – [Analytica](#), Hall A2, Booth 247/336 in Munich, Germany

New Quartz Flask for OptiDist™ Available

Mark Bezek, Director of PAC's Houston-based Aftermarket Parts Team, announces the availability of a new 125ml quartz flask for the OptiDist™. The Herzog's OptiDist™ by PAC is an innovative automated distillation analyzer, offering the highest level of precision and ease of use in an instrument of this type. OptiDist™ is a state-of-the-art optimal solution for performing atmospheric distillation.

"We listen to our customers when we evaluate adding new products to our offering" Bezek says. "We conducted extensive testing of the product and the packaging in order to bring the better high temperature performance and potential safety advantages of quartz to our customers. We also redesigned the box to provide extra protection during shipping and storage, minimizing any prestressing of the glass during handling. Our customers told us that they wanted the option of quartz, and we're pleased to have made it available."

In addition, PAC has redesigned all of our Aftermarket packaging; with the new blue PAC Genuine Parts logo prominently featured. The new packaging has a clean, uniform look, along with the extra protection and surety of PAC Genuine Parts. ■

Discount Continues for HFRR Speciman

Lower Price in Effect Through end of June, 2010



High demand for HFRR Speciman has led us to extend the direct to customer discount through the middle of 2010. The price for HFRR Speciman which are used in PCS' HFRR lubricity analyzers, was lowered for an end of year

special in 2009. The great response we got from our customers has led us to extend the discount until the end of June 2010. (Part number HFRSSP in the US or part number 3120001 in Europe).

PAC continues to distribute PCS instruments and accessories with dedicated Sales and Service personnel. Note that we will have a training session on the PCS HFRR lubricity analyzer on February 8th and 9th, 2010. ■

PAC is a leading global provider of advanced analytical instruments for laboratories and online process applications. With a product portfolio of over 200 instruments, PAC serves industries such as refinery, petrochemical, biofuels, environmental, food & beverage and pharmaceutical. To provide its customers with cutting edge technology, PAC has large R&D resources to support its core technologies; chromatography, elemental analysis, physical properties and software applications.