



OSCAR Service: Frequently Asked Questions



1. What is the OSCAR process?

We do not divulge the full details of our process, but essentially, we expose the elements to a variety of pre-preparation, washing and soaking cycles, each cycle having multiple steps. By accurately benchmarking performance during the process, we can adjust the conditions to achieve the best results.

The most important difference from in-situ CIP is the ability to perform tests and optimize conditions, focusing on individual elements rather than a whole system.

2. Do OSCAR reconditioned membrane elements perform “as new”?

That is the goal. OSCAR servicing **will almost always result in greatly improved performance**, but the final condition depends on the kind of environment they have been exposed to and how well they have been cared for. Membrane elements that are regularly serviced will generally maintain their performance characteristics for longer.

3. Does OSCAR replace the need for CIP?

It can, and **will be very effective in doing so**, but it can also work in conjunction with a regular CIP program. In practice, sending membranes out for external servicing requires planning and effort, so it's important to weigh up the benefits.

If the CIP program is completely effective, OSCAR servicing may not be required but be aware that all membrane elements will gradually degrade in one way or another. OSCAR servicing will usually give better outcomes and help map out the condition of all elements in the system. This means you can better plan for replacement, and you need only replace those that are beyond useful life.

4. How often should an OSCAR service be carried out?

That depends on the operating conditions and the effectiveness of any CIP program. Our technicians can evaluate your system and operating data to make a recommendation, and we can also monitor your plant data to guide you on when a service may be most beneficial. Typically, we would suggest an OSCAR service every one to two years when combined with the CIP program and every 6 months without.

5. What guarantees are there?

We can guarantee that we will take care of your membrane elements and give them the best possible attention. We cannot, unfortunately, guarantee their final performance profile or lifespan; however, you will know from our report exactly what condition your elements are in compared to new ones and, by inference, how your system will perform.

If we start a service program and find we are unable to recover the membrane performance sufficiently for some reason, we will halt the work and contact you to discuss the next course of action.

6. I have had a serious problem with my system. Will OSCAR recover my membranes?

We often get involved in 'disaster recovery' situations. With our full capabilities, we generally have a much better chance of restoring membrane performance compared to on-site work.

Unfortunately, as noted above, we cannot guarantee the outcome, especially if there has been an extreme event. Our technicians will advise you on whether we believe we can help you and the best course of action.

7. I want to know which is the best cleaning regime for my CIP. Can OSCAR help me with that?

This work is best carried out as part of an Avista Autopsy, and even if an autopsy is not required, cleaning trials will usually be best arranged by our laboratory-based autopsy team. Remember, the OSCAR process is designed specifically for membrane reconditioning, so the conditions used in OSCAR will not match your system. Contact us to talk through your specific requirements.

8. How easy is it to remove membrane elements, and are there any risks involved?

A change-out is physical work, but it is usually easy to remove elements once you are familiar with the process. There is some manual handling risk, as with most physical exercises, but this can easily be managed. We do not undertake the work ourselves but can help you find a suitable contractor if necessary. We can provide appropriate packaging.

9. I need my system to be available and can't afford to wait for serviced elements to be returned. Can you loan me alternative elements?

No, we cannot do this. We have customers who face this issue, and the usual solution is for them to **buy some spare elements and use them on a rotation basis**. It is not always necessary to have a whole set. Spare membrane elements can be preserved for storage when not in use. One clear advantage of this is that, in the event of some operational mishap, there is always a solution on hand to get your production going quickly.

10. How do I arrange an OSCAR service, and how long does it take?

Fill in the form on our webpage or contact your local representative, and your local Kurita representative will contact you to get some basic details regarding your system and discuss your requirements. The booking process is very simple, and a service can often be scheduled at short notice if required. You can typically expect the work to take two to four weeks from receipt at our facility, but we will look to accommodate your needs wherever possible.