

# one-stop-shop mining logistics solutions

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## Becoming the partner of choice in the mining industry

**With the numerous water related challenges faced by its clients in the mining sector, Heat Exchange Products (HEP) is a company entirely focused on providing solutions.**

HEP is a 100% Namibian owned company, a subsidiary of EOS Capital, and headed by Christian Tors, whose career started in the mining industry. HEP entered the industry over twenty years ago, originally focusing mainly on heat transfer equipment such as heat exchangers and cooling towers. With time they diversified into becoming a water management solutions provider, catering to the mining, fishing and agricultural sectors, as well as various municipalities and the general manufacturing industry.

Today HEP has a wealth of accumulated knowledge and expertise, working with customers in copper, gold, zinc, lead, tin, graphite and uranium extraction mines. HEP is ISO 9001 accredited, offering its customers reliable products, traceability, cost efficiencies and a decentralized service.

The business has regional offices in Walvis Bay and Windhoek, with dedicated teams offering technical support, engineering design, regular services and an in-depth product knowledge to clients.

There are numerous challenges currently faced by the local mining sector. Some of these include climate effects, fluctuations in global metal prices, environmental regulations, infrastructure deficits, effects of the Covid-19 pandemic as well as operational constraints.

HEP understands what drives its customer needs and appreciates their objectives and operational challenges. Therefore, they have a wide range of products to assist clients:

### Dewatering chemicals and optimization

HEP, in partnership with Kemira®, offer specific solutions that improve dewatering of solids in thickeners and the filtration process, thereby increasing water recovery, minimizing water usage, improving mineral recovery and reducing the water load on tailings dams.

### Process scale control solutions

Scaling of process equipment and water lines is a common challenge faced by most mines in Namibia. The scaling leads to flow constrictions in pipework, blinding of screen panels and damage to process equipment like pumps and control valves. The result is process inefficiencies, unnecessary costs and downtime.

HEP as a solution provider, supplies a range of anti-scalants known for their high efficacy in calcium sulfate, calcium carbonate and barium sulfate scale control.

### Solvent Extraction Chemicals

A dedicated team that specializes in solvent extraction test work and system modelling is on standby to supply a high-quality range of Solvay® solvent extraction chemicals. Commodity chemicals

HEP also supplies commodity chemicals

**Kemira**  
100 years of chemistry

**heatExchange**  
WATER TREATMENT PRODUCTS

such as hydrochloric acid, sulphuric acid and caustic soda at competitive pricing.

### Water and waste treatment, recovery and recycling solutions

HEP has a dedicated project team augmented by an experienced engineering team that offers water and wastewater solutions, spanning from pit water recovery, potable water solutions, custom built reverse osmosis plants, to sewer and effluent treatment.

### Boiler and cooling tower water management and solutions, and process equipment

HEP specializes in boiler and cooling tower water treatment for its industrial clients with its Improchem® range of specialized chemicals. The service team can do everything including

the complete management of the processes with all the reporting and optimization that go along with it. HEP prides itself in the expertise of its service team that looks after over 60 different industrial clients in Namibia, from North to South, and East to West.

HEP looks forward to building a strong relationship with local mines through customized value-added solutions that ensure the clients requirements are fully met and exceeded.

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