



## Industrial Water Services Avert Disaster

Tempe, Arizona



*DI and RO systems maintained by Layne Christensen provide high purity water for Entrepix operations.*

Emergency water treatment products and services provided by Layne kept business going for Tempe, A based Entrepix, a leading provider of chemical mechanical polishing (CMP) and related wafer surface conditioning foundry and equipment services. Their operation includes two reverse osmosis (RO) systems running around-the-clock to provide high purity water to semiconductor clean rooms and to the CMP equipment. When the CMP polishers are not in operation, they are kept at “wet idle” to preserve polishing pads and brushes. Entrepix cannot operate if their water supply is interrupted.

Following a weekend theft of the exterior backflow preventer in the high purity water system, on Monday morning the Entrepix staff found dry and damaged water treatment equipment, leaving them unable to operate.

Steve Horowitz, Chief Operating Officer for Entrepix, immediately put in a call to Layne’s Phoenix Center for Excellence, who arrived at Entrepix with a mobile RO system and other equipment necessary to resume operations. Layne determined that two water-lubricated pumps were irreparably damaged and had caused the destruction of RO system membranes when the impellers broke off. Layne replaced the damaged pumps from CFE inventory and replaced the damaged membranes. Within hours, high purity water was again flowing through the Entrepix facility.

Although Entrepix lost a considerable amount in polishing pads and brushes, Layne’s quick response meant no loss in revenue. “I am extremely happy with the service that was provided to us in our time of need,” said Horowitz. “Layne could have easily taken advantage of us that day, but when we looked at the cost of their services, it was more than reasonable for the excellent job that they did.”

### Owner:

- Entrepix, Tempe, Arizona

### Contacts:

- Dennis Tharan, General Manager
- Lisa Culbert, National Marketing Manager

### Completed:

- 2011

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Layne Christensen Company  
Water Technologies  
Center for Excellence

877-358-8813

[www.laynechristensen.com](http://www.laynechristensen.com)