

## A new AMI LineTOC Reference at Haw Par Healthcare Ltd

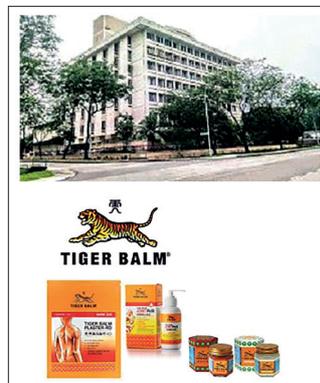
### The Production Site

#### Haw Par Healthcare Limited – Tiger Balm

Haw Par Tiger Balm has been producing ointment cream and analgesic cloth plaster for external body usage since 1908.

Tiger Balm's world-renowned ointment is being customized into a range of formulations that suit specific needs, be it headaches and cold, rheumatic, arthritic pains, or muscle strains and pains.

Haw Par Tiger Balm's production sites are located in Singapore (HQ), Johor Bahru, Malaysia and Jinhua Zhejiang, China and sold in over 100 countries.



Haw Par Tiger Balm's production site located in Singapore.



AMI LineTOC

### Project Description

Haw Par Healthcare production facilities are GMP certified where stringent quality controls are carried out at every stage of the manufacturing process. Their products are approved by regulatory authorities in China, the United Kingdom, the United States and countries within Europe which provide further assurance of Tiger Balm's product quality. In order to meet the USP and EP 2.2.44 requirements, it is required to measure TOC (Total Organic Carbon) when producing USP purified water.

In 2017, due to the expansion of Tiger Balm's production, their main tenant moved out of the building and the pure water treatment facilities were returned to Haw Par healthcare. When they took over the water treatment plant in 2017, they found that the existing online TOC analyzer was not in good working condition. The «low sample» alarm kept appearing even when the water sample was available. Over the next few months, they paid for many service hours to rectify the issue but with no success.

### Why Swan won

Swan Singapore convinced Haw Par facilities that the Swan AMI LineTOC analyzer is highly responsive, low on-maintenance and easy to operate. Other features like password protection, complete documentation for IQ/OQ/PQ and good after sales service were additional reasons for a successful completion of the project.

After commissioning, Swan Singapore was also awarded the 6 months interval validation maintenance contract by Haw Par till now.

The Haw Par Healthcare facility department decided to replace the online TOC analyzer and Swan Singapore was one of the suppliers invited to quote.

Swan already has an installed base of an AMI Pharmacon in the water treatment plant, and Swan had the will to win this online TOC by offering an attractive package including a maintenance program of 6 monthly validations to Haw Par.

The Haw Par Healthcare facility department had the budget approved by the end of 2017, Swan Singapore went for a site survey in the first quarter of 2018 and sent in a revised quotation including supplying parts such as pump tubing and UV lamp plus 6 monthly validation services.

The whole process went smoothly, and Swan Singapore received the order from Haw Par Healthcare in July 2018 and the AMI LineTOC was delivered, installed, and commissioned in September 2018.



Swan analyzer mounted on the wall above the water line and simple connection from purified water system to analyzer.

SWISS  MADE

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