



# THE HEAT IS ON

FRAGOL AG is a German-based specialist which supplies a portfolio of lubricants for special applications and heat transfer fluids with a wide temperature range from  $-115^{\circ}\text{C}$  to  $400^{\circ}\text{C}$ . The company is set to unveil a new clutch of products, including a high temperature fluid, later this year. Profile by Andy Probert.

The world's leaders in chemical engineering and process industries will converge on the ACHEMA 2018 exhibition in Germany in June for the latest innovations, topics and networking.

For FRAGOL AG, it will be a defining moment as the German company will unveil its latest batch of products.

With an exceptionally strong research and development division, the company has developed its own FRAGOLTHERM® product range with almost all types of chemistry - for example mineral oils, hydrogenated mineral oils, different



types of aromatic oils, alkyl benzenes, polyglycols, silicone oils and water glycol blends.

Among the range is the FRAGOLTHERM® 660, a partially hydrogenated terphenyl. Another project currently being worked on, and which will be shared at ACHEMA, is a new high temperature product suitable for up to  $430^{\circ}\text{C}$ .

"We already have the largest portfolio of heat transfer fluids in Europe and we will now further expand the portfolio to up to 40 products covering a wider temperature range," declared CEO Iris Zerfass.

FRAGOL has transformed from a mineral oil dealer selling motor and engine oils during its formative years in the 1960s to a manufacturing powerhouse of heat transfer fluids and thermal oils, high quality compressor and vacuum pump oils as well as lubricants for the food industry.

## Entrepreneurial freedoms

"The central themes of our company have not changed: innovation, continuity and foresight," said Mrs Zerfass. "Combined with the entrepreneurial freedom of being a family owned and managed company, this gives us the opportunity to make the right decisions and to ensure the best results for our customers."

Mrs Zerfass' father, Dr Heiner Mücke, had been managing director for 20 years for the company, before he bought it out in 2004. FRAGOL is situated in Mülheim an der Ruhr, and employs 25 people, with over half of its sales staff being engineers.

"To be able to offer the broadest possible portfolio, we develop and produce our own products and also have representations from well-known manufacturers," Mrs Zerfass added. "We are now one of the most important providers and supply our customers"





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with the most suitable products, with the best advice and service.

"The company is best positioned to respond to new challenges in changing markets, and our staff work on the challenges posed by special applications, either developing products especially for this purpose, or finding already existing solutions."

FRAGOL's fire resistant hydraulic fluids range has been included in its

product portfolio for several years. Its Hydrolub® 30B was the first HFC fluid approved by a state mining inspectorate for use underground. And in 1998, FRAGOL and Daimler-Benz received a patent for a mutually developed motor oil based on polyglycol.

"Our goal is not the short-term sale of products, but the long-term relationship with our customers via solutions for their individual applications," said the CEO.

"As a technology focused and innovative company, we have been working with the same reliable partners for all of our logistics tasks, for years."

Mrs Zerfass said FRAGOL's components were REACH compliant, and it recognised the relevance of food-safe lubricants (H1) and heat transfer fluids for the food production industry (HT1) very early. "Therefore, we already have many years of know-how in this area." ▽

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The company provides round the clock availability of sales and technical teams for emergencies.

Mrs Zerfass added: "We have completed short-notice deliveries of heat transfer media in just a single day, even including Christmas Eve. Of course, this is more the exception than the rule, but clients can be rest assured that FRAGOL will be there when the need arises."

#### Long-term ambitions

FRAGOL also accords with its own strict standards and is certified to ISO 9001:2015 and ISO 21469:2006, and regularly passes customer audits with excellent results. Its H1 products are certified for the food production industry, and certified kosher and halal.

And what's more, FRAGOL is the authorised distributor of Anderol Lubricants in Germany and Austria. These quality synthetics are applied mainly in the areas where the machine and the lubricant are under increased stress due to demanding operating conditions.

Nevertheless, the company is facing a number of challenges, not least evolving regulation from REACH on chemicals, and the demands placed on the company to carry out exhaustive tests and trials on certain products.

Mrs Zerfass said other challenges, but no less complicating, was the unknown effect of Brexit and the lack of qualified staff in its industries.

"What makes us stand out is the quality of our staff, their breadth of experience and the

knowledge they can help with our clients. We also offer a unique analytical service and as an independent supplier we can make quick decisions and create long term strategies."

With the company currently excelling at a range of services - including offering close and regular contact with customers, offering training and in-house training to clients and advocating long-term relationships with customers - Mrs Zerfass said FRAGOL's future business growth would continue in the heat transfer fluids sector, with a special focus on HT1 and extreme temperatures (low and high).

"FRAGOL's success is thanks to our satisfied customers, our committed staff, and our commitment to complying with highest social, ecological and labour standards," concluded Mrs Zerfass. ■

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