



POST OF 10/07/2026

Refractory emergency: the first 24 hours

Whether a refractory failure costs three days or three weeks is decided in the first few hours — by the quality of the first information and by the decisions that are taken in parallel rather than one after the other.

A genuine response in under 24 hours is not a question of promises, but of preparation on both sides.

Checklist for the first call (+49 89 541 960 209, around the clock)

- | | |
|--|---|
| ☐ Unit and zone | which furnace, which spot, since when it has been noticeable |
| ☐ Condition | in operation / shut down / emergency-tripped — and how quickly it may be cooled |
| ☐ Photos | 3–5 images, blurred ones too — they decide the material and the crew in the first vehicle |
| ☐ Access | manhole sizes, scaffolding in place, crane available |
| ☐ Material on site | what is in your store (castables, bricks, anchors) — that saves the first few hours |
| ☐ Decision-maker | who gives the go-ahead at night: purchasing reachable or an approval limit agreed |



Emergency repair on an aluminium furnace



In parallel instead of in sequence: the schedule decides

Common mistakes

- Cooling down completely first and only then calling: diagnosis and travel can run in parallel with the cool-down.
- "We'll send photos tomorrow" — every hour without an image is an hour of wrongly loaded lorry.
- Hot repair not considered: not every failure requires a cold furnace.

PRACTICAL NOTE

Put the checklist next to the control room telephone. The five extra minutes the first call takes with good answers save a day at the other end.

Questions about your furnace?

We assess lining, zones and condition — with a reply within 24 hours on working days.

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