

rotork®

Keeping the World Flowing
for Future Generations

Lifetime Management



Helping you manage the risk associated with ageing assets

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Rotork Site Services have specialist expertise, insight and experience in service support for mission-critical flow control and instrumentation solutions for oil and gas, water and wastewater, power, chemical process and industrial applications. We offer global frontline support backed by dedicated in-house experts.

Our service solutions increase plant efficiency and reduce maintenance costs, while workshop services return equipment to as-new condition. We provide insight into how we can deliver value to our customers and our service solutions increase plant efficiency and reduce maintenance costs.

Our experience and understanding of the flow control industry means we have extensive insight and ideas of what we can do to provide significant value to our customers and their operations.



rotork[®]
Site Services



Lifetime Management

Lifetime Management is the suite of services within Rotork Site Services which help you manage the life cycle of your assets. The services available offer a complete solution to managing the risks associated with the life cycle of your equipment and their obsolescence (which compromise reliable performance and valuable uptime).

The aim of Lifetime Management is to provide you with constant support and minimum- to- no disruption to your production flow. It is a customisable service offering designed to seamlessly maintain and improve your assets. We manage the inherent risks associated with advances in technology, component obsolescence and ageing equipment for you. We are committed to helping customers maximise the continuous, fault-free operation and working life of their actuators. Supporting the continuous and reliable operation of your plant allows for improved performance and increases in valuable uptime.

Whether a customer has an actuator requiring on-site servicing, a straightforward repair, a custom design service requirement or a new actuator installation, we have the complete solution capability to deliver the fastest turnaround possible with the least plant disruption.

Lifetime Management covers:

- Reliability Services
 - Basic - Health Check
 - Standard - Planned Maintenance
 - Premium - Enhanced Maintenance
- Upgrade Services (Retrofit)
- Planned Shutdown Support
- Life Cycle Services
- Overhauls/Refurbishment
- Customised Spares Programme
- Intelligent Asset Management Reporting

Lifetime Management benefits:

- Increased Uptime/Reduced Downtime
- Maximised Productivity
- Reduced Operational Risk
- Increased Reliability
- Improved Maintenance Efficiency
- Reduced Cost of Ownership
- Extension of Asset Life Cycle



Reliability Services

	Basic Health Check ■ □ □	Premium Enhanced Maintenance ■ ■ ■	Standard Planned Maintenance ■ ■ □
Site Survey ¹	✓	✓	✓
Asset Register	✓	✓	✓
Health Check Report	✓	✓	✓
Maintenance Log	✓	✓	✓
Functional Test	✓	✓	✓
Responsive Labour ²		✓	✓
Performance Review		✓	✓
Maintenance Record Review		✓	✓
Intrusive Inspection		✓	✓
Corrective Maintenance		✓	✓
Consumables ³		✓	✓
Benchmarking of Application Data		✓	✓
Optimise Configuration/Set Up		✓	✓
Parts ⁴		✓	+
iAM Report - Annually ⁵		✓	+
Priority Scheduling Service		✓	
Priority Technical Support		✓	
Customisable Spares Management		+	+
Resident Engineer (part/full time)		+	+
Valve Inspection/Maintenance		+	+
iAM Report - Quarterly ⁶		+	

Contractual minimum term applies

✓ Included + Optional extra



Health Check Report

- Non-intrusive observational condition of your asset(s)
- Utilises the experience of our expert engineers
- Delivered in a simple-to-understand format



Intrusive Inspection

- Internal check completed by a Rotork engineer
- Maintenance performed as per customer direction
- Consumables changed as necessary



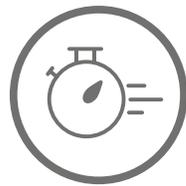
Consumables

- Genuine Rotork OEM consumables
- Includes seals, O-rings, battery and oil only
- Replaced as needed by a Rotork-certified engineer



Parts

- Genuine Rotork OEM parts
- Includes all non-consumable parts^a
- Rotork Standard Terms and Conditions^b apply



Responsive Labour

- Includes full 'on-site' time of Rotork engineer^c
- Gives reassurance of an OEM repair to your asset
- Timely availability to minimise your site disruption^d



iAM Report (Intelligent Asset Management)

- Predictive diagnostics with actionable insights
- Annual report gives snapshot of asset(s) condition
- Quarterly reports give rolling view of asset(s) condition

Notes

1. For Premium and Standard tiers Rotork will undertake an initial Site Survey. The initial Site Survey will check that your assets do not have any pre-existing faults. If we find that the asset has a pre-existing fault we will tell you what needs to be done to fix it and provide a quote. These repairs must be completed to a satisfactory standard for the asset to be eligible for a Premium or Standard tier Reliability Services Plan.
2. Excludes time taken to repair defects caused by; damage, out-of-specification working conditions, alteration, incorrect installation or 3rd party commissioning etc. Repeat callouts for the repeat fault covered solely at Rotork's discretion.
3. Includes consumables required during routine maintenance – limited to; environmental O-rings, oil seals, battery (9v PP3) and top-up oil only.
4. All parts that are not 'Consumables', excludes; motor, drive bush, centre column, worm shaft/wheel. Fair wear and tear rules apply. Replacement of non-OEM parts not covered.
5. Assumes data collected at time of annual visit. Rotork reserves the right to remove printable reports at any time. iAM not available for all asset types – please check with Rotork for a list of compatible asset types.
6. Assumes data for one report collected during the annual visit. The remaining data is to be collected by the customer and made available to Rotork. Data collection by a Rotork engineer is available at an additional cost. Includes priority report delivery and support from Rotork specialists who can assist with data collection, interpretation of iAM reports and corrective action advice. Rotork reserves the right to remove printable reports at any time. iAM not available for all asset types – please check with Rotork for a list of compatible asset types.

- a. Excludes motor, drive bush, centre column, worm shaft/wheel.
b. <https://www.rotork.com/en/about-us/terms-and-conditions/customers>.
c. Does not include travel costs to/from the customer's site.
d. Fair usage policy applies.

Lifetime Management – Additional Services

In addition to Reliability Services, Lifetime Management covers several other service offerings that provide a solution to managing the risks associated with ageing equipment and obsolescence, keeping your production active and reducing costly downtime.

- Upgrade Services (Retrofit)
- Planned Shutdown Support (Service or Run Time)
- Life Cycle Services (Based on Years in Service or Run Time)
- Overhauls/Refurbishment
- Customised Spares Programme

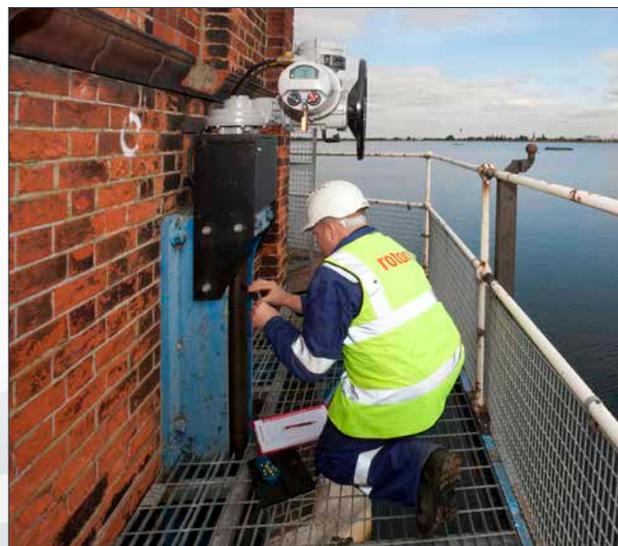
Upgrade services and overhauls/refurbishments are part of our commitment to support our customers through periods of change. We can carry out upgrade projects simultaneously to ensure that customers have the shortest shutdown possible.

Our life cycle services identify the stages your equipment goes through during its life and implement controlled strategies for managing the risk of ageing equipment. This future-proofing means we ensure a seamless transition when upgrading to the latest equipment; we help maintain and keep your operation up to date to allow you to focus on your operational goals, with constant support and limited disruption to your production flow.

Within the Lifetime Management programme we can offer a customised spares programme, tailoring it to exactly what you need and when you need it.

Intelligent Asset Management

Intelligent Asset Management is part of Lifetime Management. It is a cloud-based asset management system which collects information from the data logs held within intelligent actuators. It provides easy and accurate reporting/monitoring of the condition of valves/flow control assets. The advanced analytics based on this data enables the proactive maintenance that prevents the failure of key equipment which can result in poor performance, poor quality, reduced output yields and reputational damage. It is a robust, safe and secure online platform.



Rotork Site Services

Our service solutions increase plant efficiency and reduce maintenance costs, while workshop services return equipment to as-new condition.

Experience and understanding of the flow control industry means we have extensive insight and ideas of what we can do to provide significant value to our clients and their operations. Rotork products are recognised as the best-in-class for reliability, safety and value adding technology in extremely demanding applications.

We are committed to helping clients maximise the continuous, fault-free operation and working life of all their actuators. We provide asset analytics by utilising OEM-quality knowledge with industry leading analytical technology to give our customers the greatest insight possible into the health and usable life of their valuable assets.

Worldwide support centres enable us to offer same-day or next-day service to the majority of our customers. Our engineers have skills in both multi-purpose and industry specific applications and carry spare parts and specialist test equipment with them. We use a documented Quality Management system established in accordance with ISO9001.

In addition to Lifetime Management, Rotork Site Services provide the following products and services:

Maintenance and Certification Compliance

Rotork provide tailored packages of maintenance; we cover regular servicing through to refurbishment and end of life replacement. These add significant value to our customer's assets, by maximising the working life of an actuator and minimising or eliminating unplanned downtime.

On sites where providing evidence of valid asset certification is a legal requirement, Rotork engineers can carry out the necessary OEM level inspections and provide the statutory paperwork to comply with regulations.



Global Service and Support

Rotork understand the importance of prompt and punctual customer service. To add continuous value to our customer's business, we supply them with superior flow control solutions by providing high quality, industry leading products and complete service solutions.

Whether a customer has an actuator requiring on-site servicing, a custom design service requirement or a new actuator installation, we have the complete solution capability to deliver the fastest turnaround possible with the least plant disruption, maximising the value added support we provide.

- Actuator Workshop Overhaul
- Field Support
- Planned Shutdown Support
- Valve Automation Services
 - On-site – Manual Valve Automation and Actuator Replacement
 - Off-site – New Valve Automation

Accreditation and Assurance

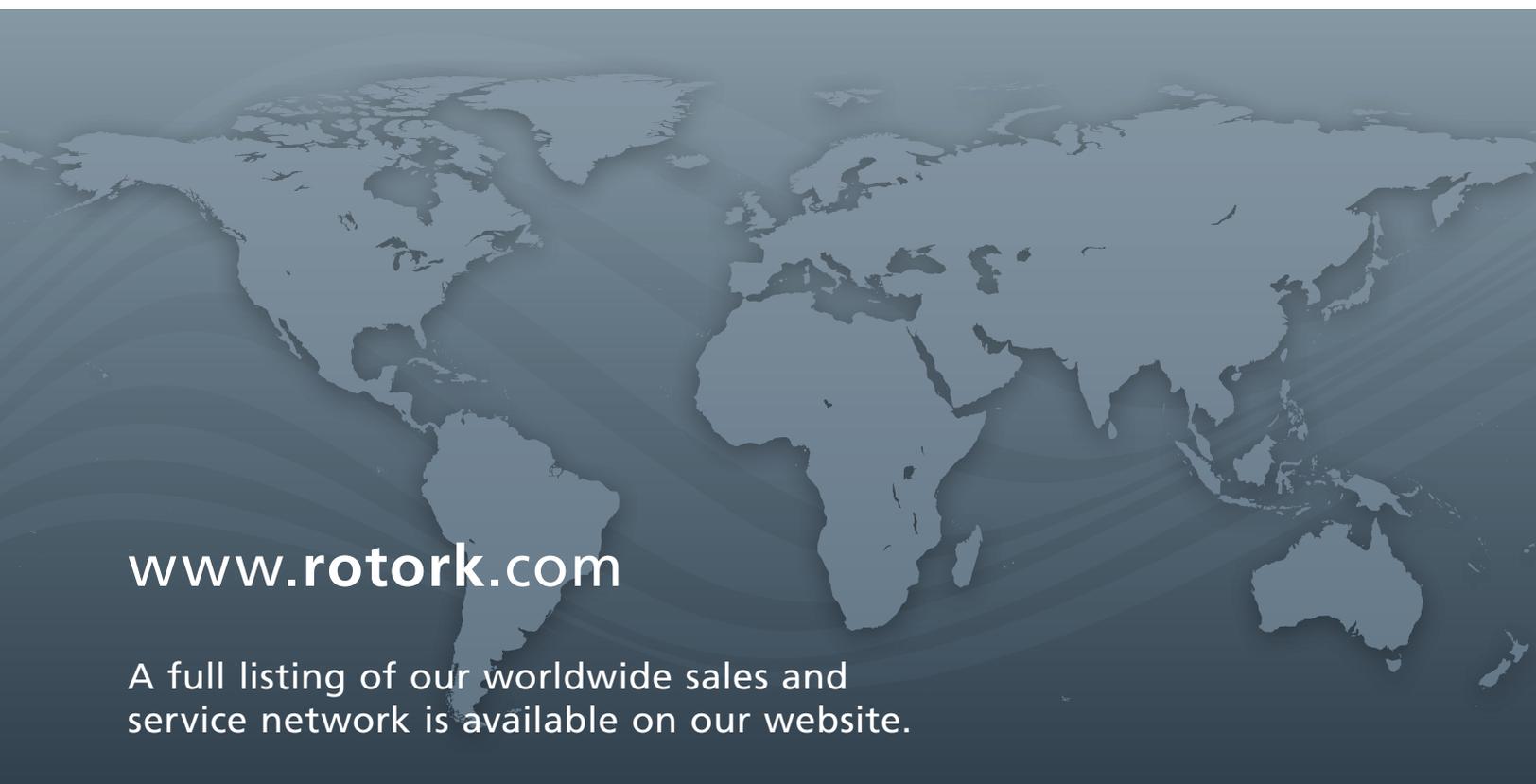
Rotork is world renowned as a safe and reliable operator, providing our customers with reassurance and peace of mind. Rotork's engineering teams are experts in the design and implementation of actuation solutions for all circumstances and environments. Our extensive global knowledge base draws upon previous installations and environmental situations.

For further information, or to arrange a consultation, please contact one of our dedicated customer service teams via the locator tool available on our website.

See [PUB056-023](#) for further details about Rotork Site Services.



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www.rotork.com

A full listing of our worldwide sales and service network is available on our website.

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