

rotork®

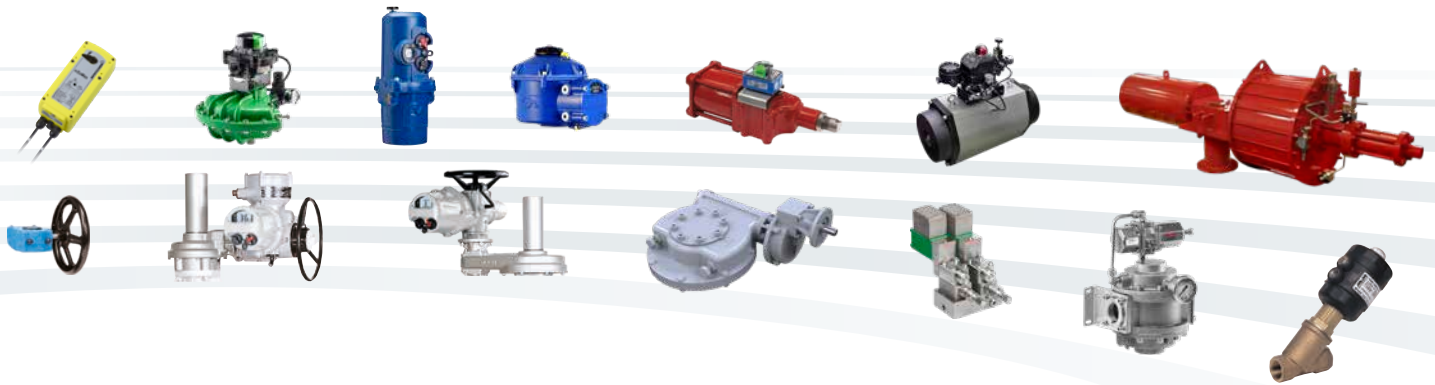
Keeping the World Flowing
for Future Generations

Rotork Site Services



Service solutions to increase efficiency and reduce maintenance costs

Reliability in critical flow control applications



› Reliable operation when it matters

Assured reliability for critical applications and environments. Whether used infrequently or continuously, Rotork products will operate reliably and efficiently.

› Quality-driven global manufacturing

We offer products that have been designed with over 60 years of industry and application knowledge.

Our research and development ensures cutting edge products are available for multiple applications across multiple industries.

› Customer focused service and worldwide support

Rotork solve customer challenges and develop new solutions that are tailored to the needs of our clients.

We offer dedicated, expert service and support from initial inquiry, to product installation, to long-term after-sales care.

› Low cost of ownership

Long-term reliability prolongs service life.

Rotork helps to reduce long-term cost of ownership and provides greater efficiency to process and plant.

Rotork Site Services

Section	Page	Section	Page
Introduction	4	Customised Spares Programme	9
Lifetime Management	5	Intelligent Asset Management	9
Reliability Services	6	Site Services	10
Additional Services	8	Actuator Workshop Overhaul	10
Upgrade Services	8	Field Support	10
Planned Shutdown Support	8	Planned Shutdown Support	10
Life Cycle Services	8	Valve Automation Services	11
Overhauls/Refurbishments	9	Global Support	11



Comprehensive product range serving multiple industries

Rotork products offer improved efficiency, assured safety and environmental protection across sectors such as the Power, Oil & Gas, Water & Wastewater, HVAC, Marine, Mining, Pulp & Paper, Food & Beverage, Pharmaceutical and Chemical sectors.

Market leaders and technical innovators

We have been the recognised market leader in flow control for over 60 years.

Our customers rely upon Rotork for innovative solutions to safely manage the flow of liquids, gases and powders.

Global presence, local service

We are a global company with local support.

Manufacturing sites, service centres and sales offices throughout the world provide unrivalled customer services, fast delivery and ongoing, accessible support.

Environmental, Social and Governance is at the heart of our business

Our ambition is to become recognised as a sustainability leader within our industry. We are positioning ourselves to better understand and predict customers' needs and play our fullest role in enabling smart solutions for global sustainability challenges.

Introduction

Rotork understand the value of prompt, punctual and superior site services. 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. 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 is comprised of two main areas; Lifetime Management and Site Services. Lifetime Management is the suite of services within Rotork Site Services which help you manage the risk associated with aging assets and includes our Reliability Services offering. Site Services comprises essential actuator service, repair, maintenance and upgrades.

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.

To learn how Lifetime Management can help you, contact Rotork for further discussion.



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



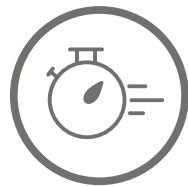
Consumables

- 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 manage 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
- Intelligent Asset Management

Upgrade Services

Part of our commitment to support customers through periods of change and also known as “Retrofit”, Upgrade Services involves the removal and replacement of an actuator in an existing application. This includes the installation and/or commissioning of the actuator. The measurement and sizing of the existing situation in the field, design and manufacture of all necessary components, removal of existing assets and the supply, installation and commissioning of the new actuator is undertaken by experienced Rotork engineers.

Planned Shutdown Support

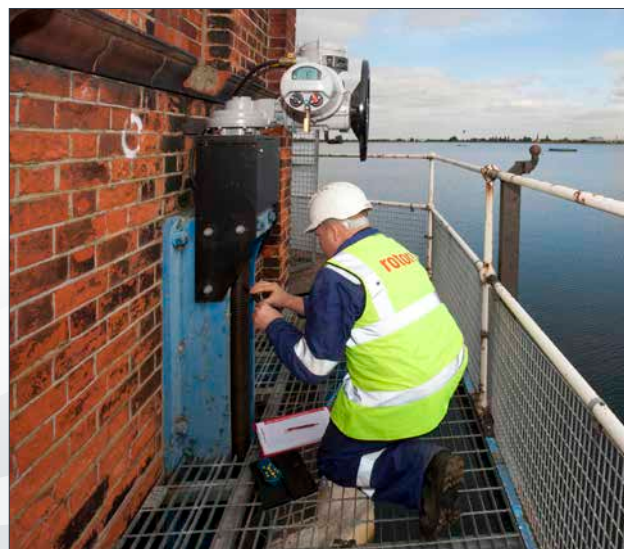
We can carry out different projects simultaneously to ensure that customers make the most of their plant shutdown times. A wide range of services from our service portfolio make up Planned Shutdown Support.

We will work with our clients to develop an optimum set of services, ensuring plant down time is kept to a minimum.

Life Cycle Services

Our Life Cycle Services manage the stages an asset goes through during its life and implements controlled strategies for managing the risk of ageing equipment. This future-proofing means we ensure a seamless transition when upgrading to the latest equipment, while balancing your need to maximise the functional life and value of an asset.

We will help maintain and keep your assets up to date to allow you to focus on your operational goals. We will gain an understanding of your approach to risk management relative to the criticality of an application or asset and deliver solutions to extend the life and performance of an asset.



Lifetime Management – Additional Services

Overhauls/ Refurbishments

Rotork's suite of overhauls and refurbishment services are part of our commitment to support our customers to ensure their assets achieve maximum productivity throughout their functional life. On completion of work, every overhauled actuator is torque rig tested, and a test certificate is provided confirming that its performance is identical to the day that it was built. We service and repair all major brands of actuators, including non-Rotork actuators.

Our service teams are dedicated to updating, improving and overhauling your assets in order to keep your production operating efficiently and effectively.

Customised Spares Programme

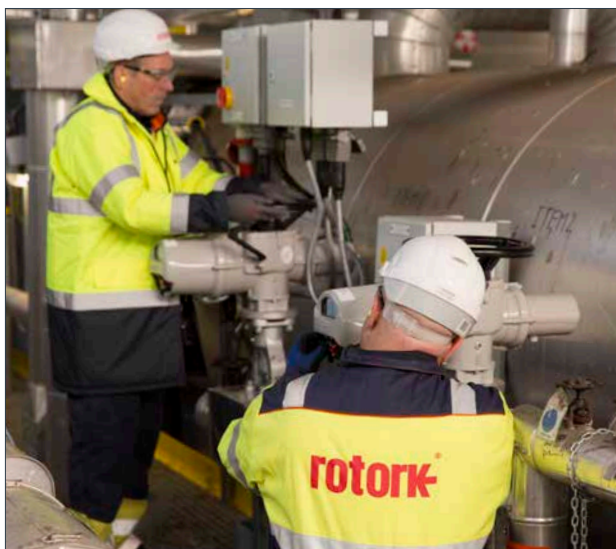
Within the Lifetime Management programme we can offer a customised spares programme, ensuring you have what you need, when you need it. Our offering helps customers address challenges of knowing what and how many critical spares are needed for their processes.

We can help customers manage their inventory and optimise spend on each actuator to most effectively balance risk with budget. Our spares programme helps customers meet budget requirements while managing their risk and maintenance programmes.

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.

To learn how Lifetime Management can help you, contact Rotork for further discussion.



Site Services

Rotork's Site Services provides the essential on-site actuator service, repair, maintenance and upgrades part of our service offering, plus the commissioning of new actuators and applications. It includes off-site work completed at a Rotork Support Centre including recertification, automation, testing and product selection.

Our decades of experience in the industrial actuation and flow control markets means that customers can rely on us to understand their problems and to deliver reliable, economic solutions. Rotork's talented and experienced engineers have an in-depth understanding of the problems that are faced in the field and they know how to fix them.

- Actuator Workshop Overhaul
- Field Support
- Planned Shutdown Support
- Valve Automation Services
 - On-site
 - Off-site
- Global Support

Actuator Workshop Overhaul

Rotork offer complete workshop overhauls for actuators. There are many benefits to an overhaul within a workshop rather than a complete replacement, such as reduced downtime, a Rotork warranty is provided and OEM parts are used to ensure performance and reliability. During an overhaul, our workshop rigs allow for detailed fault analysis and actuators are torque/thrust tested.

- Rotork and non-Rotork products
- Workshop facilities including torque testing and re-coating
- Large OEM stock in all workshops
- Loan actuator facilities

Field Support

Rotork service engineers are trained to work on customer sites and in the field to provide the essential maintenance, repairs and commissioning needed for actuators to work effectively and efficiently.

- Site repairs and commissioning
- Upgrades
- Fault finding and maintenance
- Maintenance planning and scheduling if desired

Planned Shutdown Support

Planned and strategic shutdown support can reduce site downtime; we can carry out different projects simultaneously to ensure that customers make the most of their plant shutdown times. A wide range of services from our portfolio make up Planned Shutdown Support. We will work with our clients to develop an optimum set of services, ensuring plant down time is kept to a minimum. We can also provide project management and supervision of your plant overhaul, as well as managing the key return-to-service dates.



Site Services

Valve Automation Services

Rotork's manual valve automation and actuator replacement involves work to automate existing manual valves and to replace obsolete actuators. On completion of work, every overhauled actuator is torque rig tested and a test certificate is provided confirming that its performance is identical to the day that it was built. We service and repair Rotork and non-Rotork actuators.

Valve Automation Services – On-Site

Rotork engineers are experts in their fields and have years of experience of valve automation and are able to design, manufacture, supply and provide installation services to automate existing manual valves, penstocks or dampers.

- Power supplies, uninterruptable power supplies, distribution boards, motor control centres
- System integration
- Control system design, PLC, bus systems, logic, flow control systems, PID control, fail-safe critical plant
- Full Mechanical, Electrical, Instrumentation, Control and Automation (MEICA) by our qualified installation team
- Correct product selection for the right application
- Design and manufacture of adaption components
- Electrical interface design and installation
- Fully commissioned to the plant control room
- Extended warranty on all products installed by Rotork



Valve Automation Services – Off-Site

Service engineers provide automation of new or refurbished valves in our dedicated support centres around the world.

- Correct product selection to suit process demands
- Design and manufacture of all engineered components
- Correct assembly of valve and actuator/gearbox combinations
- Selection and procurement of the preferred or specified valve for your application
- Free issue valves accepted for automation in our support centres
- Packed and shipped to the desired destination

Global Support

With over 60 years experience of service support for the industrial actuation and flow control markets, our expertise delivers improved safety, greater productivity and reduced maintenance for plants and equipment.

With established worldwide support centres we are able to offer same-day or next-day service to the majority of our customers. We are a global company with local support, working across the globe and servicing a diverse range of markets and critical applications. We use internationally recognised quality management standards to ensure consistently high levels of service worldwide. Our experienced engineers form a global team of service professionals who work together to ensure your assets are protected and costly downtime is minimised.



rotork®



www.rotork.com

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

Rotork plc
Brassmill Lane, Bath, UK
tel +44 (0)1225 733200
email mail@rotork.com

PUB056-023-00
Issue 01/23

As part of a process of on-going product development, Rotork reserves the right to amend and change specifications without prior notice. Published data may be subject to change. For the very latest version release, visit our website at www.rotork.com

The name Rotork is a registered trademark. Rotork recognises all registered trademarks. Published and produced in the UK by Rotork. POWTG0123