

# rotork<sup>®</sup>

## Service



## Service and Support

Integrated service solutions for  
improved site reliability and efficiency

Reduce downtime, extend the lifespan of assets, and optimise performance with Rotork's comprehensive service solutions.

Our focus on Full Lifecycle Experience provides world-class service and ensures the reliability of your Rotork products.



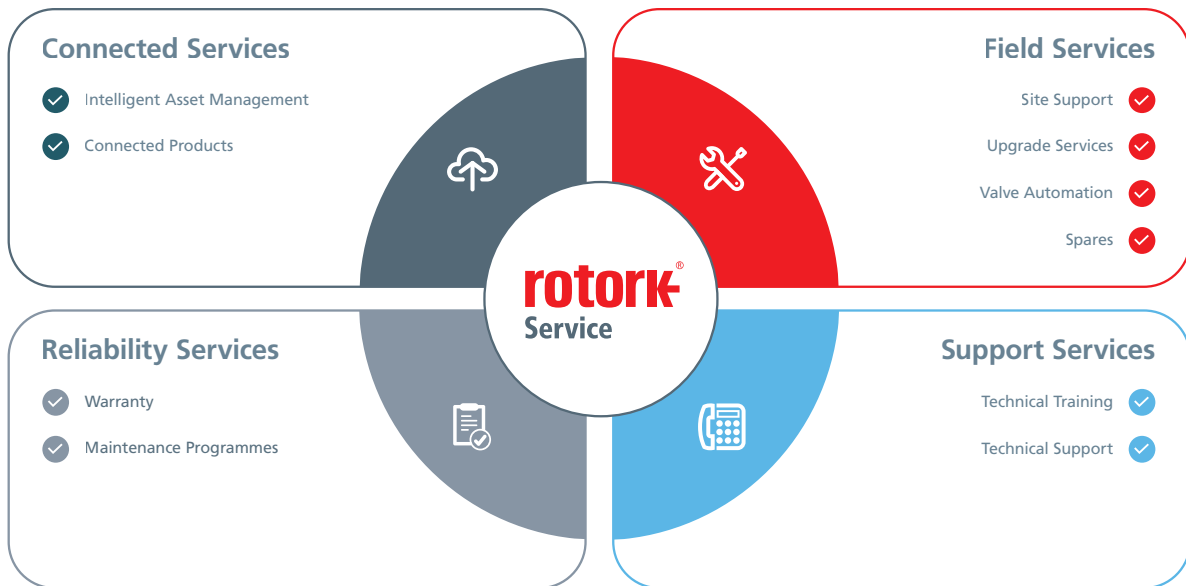
We offer specialist expertise to support mission-critical flow control and instrumentation solutions across oil and gas, water and power, and chemical, process and industrial markets.

With a global presence and decades of experience, we offer services including installation, commissioning, Reliability Services, Intelligent Asset Management (iAM), product upgrades, spare parts, and overhauls.

Our engineers are highly trained, ensuring consistent, high-quality service worldwide. We operate dedicated workshops for the repair, calibration and testing of our products and only use genuine parts to guarantee top-level performance and reliability.

**Our service offering covers four key areas:**

- › **Connected Services** including Rotork's Intelligent Asset Management (iAM) system
- › **Field Services** including site support, upgrade solutions, valve automation and spares
- › **Reliability Services** including health checks and product maintenance
- › **Support Services** including technical training and support



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Check limits and valve condition/actuator sizing

41.2%

57.8%

77.4%

82.7%

86.1%

89.3%

87.7%

84.0%

83.7%

89.9%

96.8%

80.3%

Key equipment failure can result in poor performance, quality, reduced output yields and reputational damage.

iAM advanced analytics provides actionable insight into valve conditions, enabling the selection of appropriate maintenance strategies.

Intelligent Asset Management (iAM) is a cloud-based system for intelligent Rotork actuators and the flow control equipment they operate. Effective asset management and maintenance are essential for maintaining site uptime.

The system can collect information from the data within intelligent actuators. It is a reliable, secure, easy-to-use web platform that works with all operating systems and has a user-friendly, intuitive layout. Colour-coded maps and summaries display complicated statistics in simple images. You can quickly and easily view a complete picture of the condition of the valves and related flow control equipment.

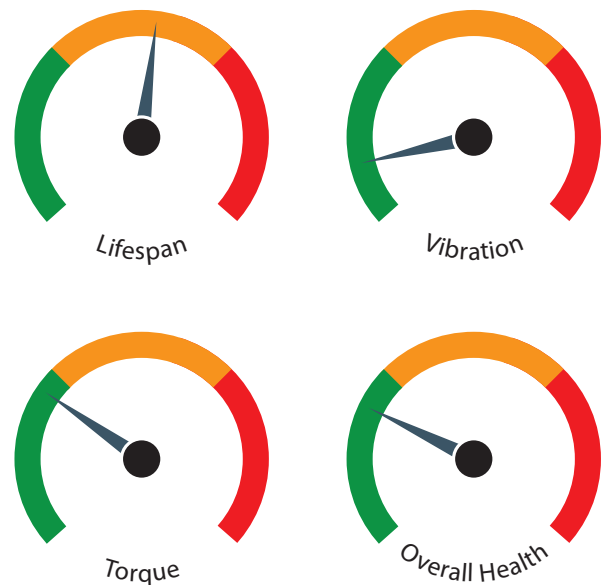
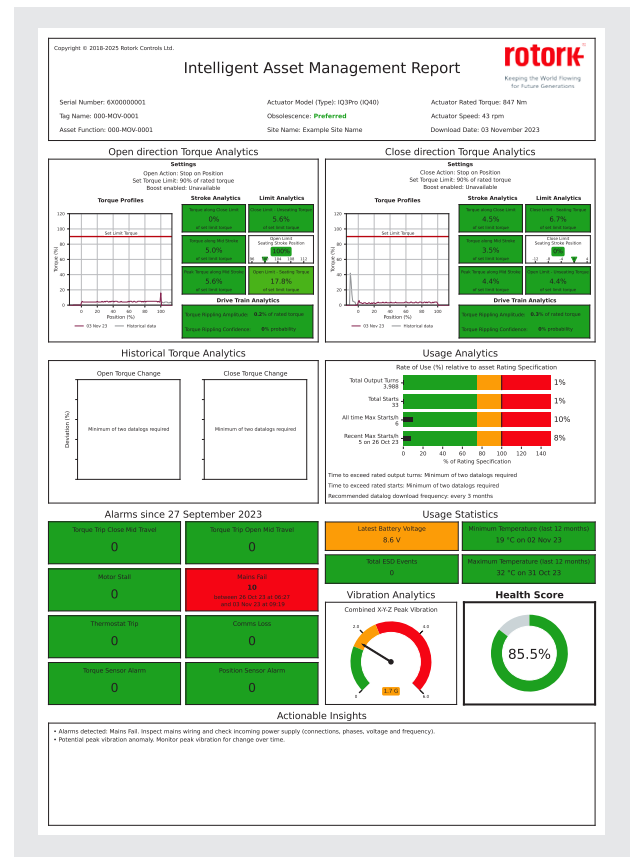
iAM allows you to see the health status of your valves and associated flow control equipment through the information gathered by the actuators' data loggers.

### Intelligent Asset Management platform

- Simple to use interface
- Clear indication of which assets are not performing optimally
- 'Summary' views simplify complex analytics into easy to interpret visuals
- Search for individual actuators in multiple ways e.g. by using serial number, tag or description
- Can be used even if third party software installation is prohibited
- Can be used on mobile devices, increasing user flexibility
- Web based and will work across multiple operating systems
- No updates or changes to operating system to interrupt your advanced analytics
- Colour-coded statuses on map saves time in identifying problem assets

### Intelligent Asset Management benefits

- Central platform to see the health of all assets on site
- Advanced analytics
- Clear view of individual asset condition, age and life cycle status
- Early detection of issues allows resolution before costly failure/repairs
- Reduced downtime via increased availability, reliability and operational stability
- Efficient targeted maintenance
- Removes need to manually review data, saving time
- Reveals trends over time
- Leads to operational stability
- Life cycle management, decision justification and traceability
- Robust, safe and secure online platform



Summary views simplify complex asset health analytics into easy-to-interpret visuals

### Site Support

Benefit from our on-site support, from installation to emergency repairs.

We provide essential site support, including installation, repairs, commissioning, and overhauls, so that your equipment can work effectively and efficiently.

Our engineers are available for call-out with fully equipped service vehicles, stocked with OEM spares, diagnostic tools and specialised equipment. They have an in-depth understanding of the problems faced in the field and know how to fix them quickly and efficiently.

### Upgrade Solutions

Make sure your assets are prepared for the future with suitable upgrade options.

We support customers to manage the inherent risks associated with advances in technology, component obsolescence and ageing equipment. This involves the removal and replacement of an actuator in an existing application.

Our engineers manage the measurement and sizing of the existing solution in the field, design and manufacture of necessary components and adaptations, removal of the existing actuator, and the supply, installation, and commissioning of the new actuator. We will work with you to develop an optimum set of services, ensuring plant downtime is kept to a minimum.

### Valve Automation

Achieve precise and consistent flow control with automation of existing valves and replacement actuator/valve packages.

#### On-Site

We design, manufacture, supply and provide installation services to automate existing manual valves, penstocks or dampers.

#### Off-Site

We provide automation of new or refurbished valves in our dedicated service centres around the world.

### Spares

Maximise performance and reliability with genuine OEM spare parts.

We provide a comprehensive range of spare parts for all supported models to ensure that we maximise the life of your products.

Our experience helps customers to address the challenge of knowing which critical spares are needed to keep their actuators operating, managing inventory and optimising spend to balance risk with budget.







New Rotork products carry a standard 12-month warranty. Registering your product will activate our Product Care+ package and extend the standard warranty by an additional 12 months.

Visit [www.rotork.com/services/product-registration](http://www.rotork.com/services/product-registration)



## Reliability Services

### Warranty

Register for free to extend your warranty period

12-month warranty

Additional 12-month warranty

Product notifications

Priority technical support

#### Product Warranty

#### Product Care+

Register for free



### Maintenance Plans

Increase the reliability of your products with our customisable maintenance plans

Product notifications

Priority technical support

Rotork engineer service visit<sup>1</sup>

External inspection

Functional test

OEM service report

iAM data collection<sup>2</sup>

iAM report

Intrusive inspection

OEM electrical testing

Maintenance service kit

Firmware updates

Priority scheduling

OEM replacement parts

iAM subscription

Resident engineer

Valve inspection

Workshop overhauls

#### Health Check



#### Standard Maintenance



#### Enhanced Maintenance



Minimum contract term applies.

1: Excludes time required for recommended remedial actions.

2: Assumes data collection during the Rotork engineer service visit. Only available for iAM enabled models.

✓ Included + Optional

### Technical Training

Our products and solutions are used in mission-critical applications and it is critical that any workforce is highly trained to ensure a safe and efficient plant. We provide advanced technical training from our strategically located facilities around the world.

Training courses are tailored to meet your requirements and after attending a training course, you will understand all aspects of electric or fluid-powered actuator installation, commissioning, maintenance, and repair.

The courses are run by dedicated training engineers, with many years of industrial experience. Comprehensive, detailed documentation is provided, and attendees receive a certificate upon course completion.

### Technical Support

We provide expert technical support exactly when you need it – trusted by global industries for over 60 years. Our technical experts draw on decades of our experience to provide you with the right answers and solutions.

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 globally 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 Rotork products are protected and costly downtime is minimised.







**Contact us now**

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