



Reliability Services

Increase the reliability of your assets with Rotork's customisable maintenance plan

	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

LifetimeManagement@rotork.com

✓ 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



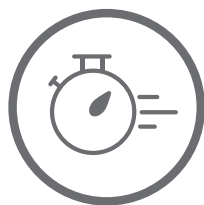
Consumables

- 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, worn 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.