

rotork[®]
Service



Reliability Services

Increase product reliability with
a customisable maintenance plan

Reliability Services

Warranty

Register for free to extend your warranty period

	Product Warranty	Product Care+ <i>Register for free</i>
12-month warranty	✓	
Additional 12-month warranty		✓
Product notifications		✓
Priority technical support		✓

Maintenance Plans

Increase the reliability of your products with our customisable maintenance plans

	Health Check ■ □ □	Standard Maintenance ■ ■ □	Enhanced Maintenance ■ ■ ■
Product notifications	✓	✓	✓
Priority technical support	✓	✓	✓
Rotork engineer service visit ¹	✓	✓	✓
External inspection	✓	✓	✓
Functional test	✓	✓	✓
OEM service report	✓	✓	✓
iAM data collection ²	✓	✓	✓
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		+	+

Minimum contract term applies.

1: Excludes time taken to repair defects caused by failure to install or operate the product in accordance with our instructions, alterations, or out-of-specification working conditions.

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

✓ Included + Optional



Additional 12-month warranty

Register your product to activate Product Care+, extending the standard warranty by an extra year.

Visit www.rotork.com/services/product-registration



Product notifications

Receive the latest product information, including maintenance tips and feature enhancements. Registered customers will receive exclusive updates to help maximise product performance and reliability.



Priority technical support

Prioritised access to our technical experts for remote troubleshooting, guidance, and support. By registering, we securely store your information, enabling our team to assist you more efficiently.



Rotork engineer site visit

This includes a scheduled visit to your site, by a certified engineer to carry out inspections and maintenance. It also includes all travel, hotel and subsistence costs.



External inspection

A thorough visual inspection of the equipment's external components, mountings and cables to identify any visible wear, damage, or potential issues that may affect performance.



Functional test

A series of operational tests are conducted to verify that the equipment functions correctly and efficiently under manual, remote and local functions.



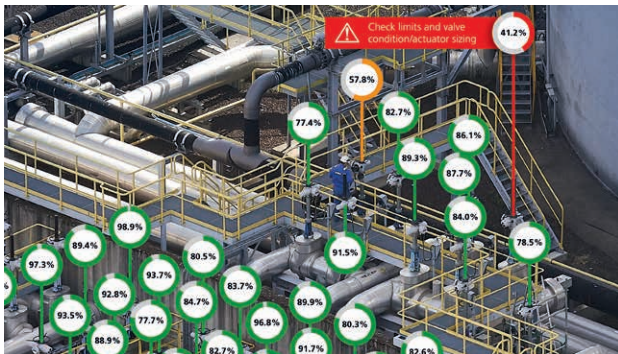
Maintenance log

A detailed record of all maintenance activities, inspections, and services performed, building up a lifetime picture of maintenance history.



OEM service report

A formal report issued after a service visit, certified by Rotork, outlining completed tasks and the condition of equipment.



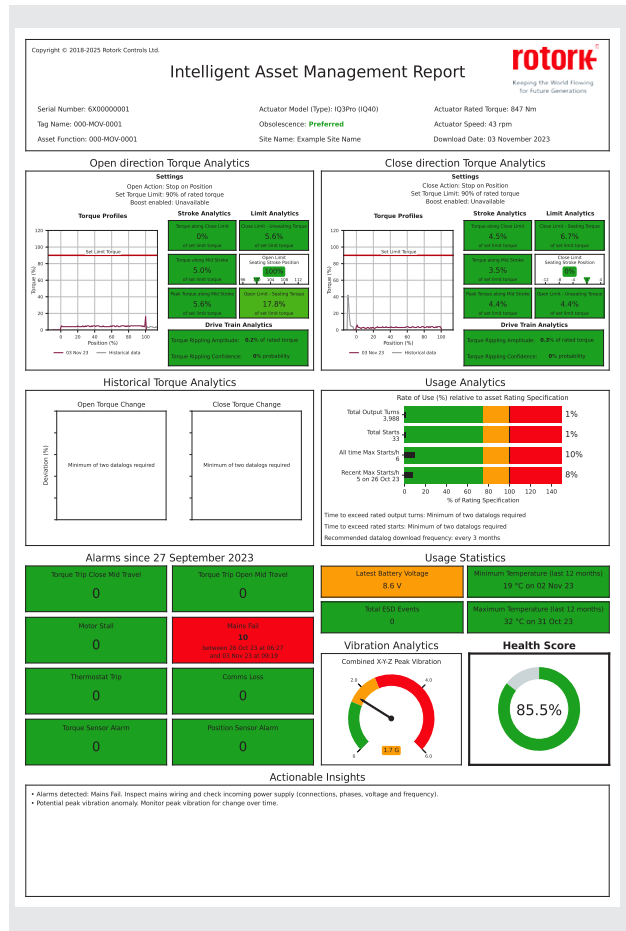
iAM data collection

Captures performance and usage data via our Intelligent Asset Management (iAM) system for proactive monitoring and maintenance insights. Only available for iAM enabled models.



Intrusive inspection

A detailed internal examination of the actuator, including partial disassembly, to assess and address wear or damage of critical internal components.



iAM report

A comprehensive analysis of iAM data, providing an overall health score, predictive, actionable insights and maintenance recommendations for actuator optimisation. Only available for iAM enabled models.



OEM electrical tests

Tests are performed by our engineers to ensure that all internal electrical components meet required standards, ensuring safety and optimal performance.



Maintenance service kit

A kit that includes essential parts required for standard maintenance procedures. Parts included in the Service Kits will depend on your model. For example, the Maintenance Service Kit for the IQ range includes replacement seals, O-rings, 9V battery, cover screws and oil.



Firmware updates

We provide regular updates to our actuator firmware to enhance functionality and performance.



Priority scheduling

Ensures fast response during critical situations, to mobilise one of our engineers for on-site diagnosis and repair in emergencies.



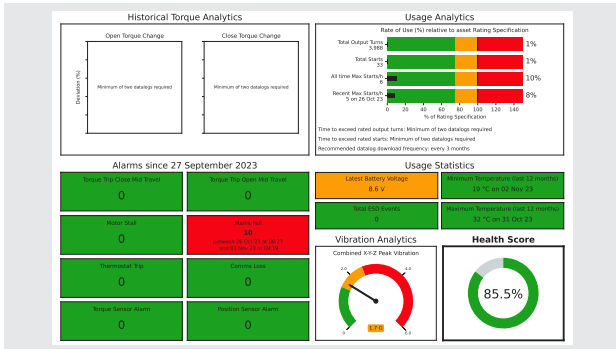
OEM replacement parts

We provide OEM replacement parts for actuators and flow control equipment to ensure continued performance and reliability.

For newly purchased (or overhauled) units; genuine replacement Rotork parts are included to replace worn or faulty components. Replacement parts fitted as required to ensure asset continues to perform to specification. Includes labour to fit replacement parts. Excludes; motor, drive bush, centre column, worm shaft/wheel. Does not cover defects arising from damage caused by the customer, out of specification working conditions, alterations, incorrect installation or non-approved third-party commissioning.

For existing units; a customised *Smart Spares Box* of genuine Rotork parts, tailored to your site's specific actuator needs through historical analysis of our global install base. The *Smart Spares Box* is held on-site, ensuring immediate access to the parts you are most likely to require, minimising downtime.

Optional Services



iAM subscription

Access to our online iAM system, enabling monthly iAM Reports for each actuator.



Resident engineer

A dedicated on-site Rotork engineer providing continuous maintenance, inspection, and support, ensuring optimal operation of all equipment.



Valve inspection

A comprehensive inspection of the valve, including checking for exterior damage, corrosion, or leaks, smooth operation through its full range, inspecting seals and packing for wear, ensuring bolts and flange connections are tight and leak-free, and lubricating moving parts.



Workshop overhauls

Complete refurbishment of equipment in one of our specialised workshops. Includes calibration and re-certification.

Rotork is a market-leading global provider of mission-critical intelligent flow control and instrumentation solutions

● Assembly facilities ● Offices



Americas

Assembly facilities 4

Offices 11

EMEA

Assembly facilities 9

Offices 24

Asia Pacific

Assembly facilities 4

Offices 31

Worldwide Service

Rotork Service offer specialist expertise for mission-critical flow control and instrumentation solutions across all sectors.

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.

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