

## Rotork Services for Customer Care

As well as being a major supplier of electric valve actuators we provide comprehensive support for our products in the field as summarised below:-

### Client Support Programme

Rotork offers a premium level of product reliability and availability through the flexible Client Support Programme (CSP). Designed to facilitate the highest production demands while providing a tiered approach to maintenance, the CSP is committed to reducing maintenance downtime and costs.

Through consultation, the CSP is tuned to deliver the optimum level of maintenance through predictive maintenance algorithms.



### Features of the CSP are:

- Fixed term prices for Rotork products and services
- Customisable cover based on equipment criticality to production
- Equipment performance related targets for reliability and availability
- Priority support with customisable response times
- Fully parts and labour inclusive or discounted parts and labour
- Fix or replace options
- Periodic equipment performance and status reports
- Built-in regular health checks on all equipment

### Benefits of the CSP include but are not limited to:

- Year-on-year reduced maintenance costs
- Easy budget management
- Maximised production resulting in reduced downtime
- Year-on-year improved reliability and availability
- Optimised resource usage to accelerate in-house projects
- Reduced lifecycle costs
- Increased plant stability due to improved performance



### Field Service

Our service and repair capability is second to none provided by a team of fully mobile factory trained Service Engineers who all have grade A electrician certificate, first aid, industrial safety and confined space training.

Service Engineers are kept up to date with all service bulletins and will arrive on site with the relevant parts & tools and detailed knowledge of the actuator in question having accessed our build data and manufacturing records. This ensures that we achieve a 'one stop visit' on 99% of call outs.

### Workshop Service

From our newly refurbished and comprehensively equipped workshop with a production issue test rig we provide a fast turn around for repairs, modifications and full overhauls.

### Discount on Spares

For field or workshop repairs we offer a discount on all spares fitted.

### Retrofit Service

We have a wealth of experience in motorizing manual valves in the field or replacing existing obsolete valve actuation systems using a dedicated team of technicians. We take full responsibility from design to installation providing you with a guaranteed working solution and will also undertake minor mechanical, electrical and civil work that may form part of your requirements to automate valves.

# rotork®

## Site Services

### Hong Kong

Ho Chi Shing – RSS Engineer

Mobile: +852 6756 5252

Email: [chishing.ho@rotork.com](mailto:chishing.ho@rotork.com)

### Guangzhou - South China

Chris Yin – RSS Senior Engineer

Mobile: +86 139 2519 3819

Email: [chris.yin@rotork.com](mailto:chris.yin@rotork.com)

### Shanghai – East China

Aaron Qiu – RSS Manager

Mobile: +86 158 0199 8680

Email: [aaron.qiu@rotork.com](mailto:aaron.qiu@rotork.com)

### Shanghai – East China

Lynn Qiu – Service Manager

Mobile: +86 136 0168 0559

Email: [lynn.qiu@rotork.com](mailto:lynn.qiu@rotork.com)

### Beijing – North China

David Zhang – RSS Manager

Mobile: +86 139 0117 4825

Email: [david.zhang@rotork.com](mailto:david.zhang@rotork.com)

### Urumqi – West China

Jerry Wang – RSS Manager

Mobile: +86 139 9970 2027

Email: [jerry.wang@rotork.com](mailto:jerry.wang@rotork.com)



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

**[www.rotork.com](http://www.rotork.com)**

#### Hong Kong office

Rotork Limited

tel +852 2520 2390

fax +852 2528 9746

email [hunter.yu@rotork.com](mailto:hunter.yu@rotork.com)

#### Rotork China head office

Rotork Shanghai

tel +86 021 5445 2910

fax +86 021 5445 2912

email [steven.xu@rotork.com](mailto:steven.xu@rotork.com)

#### Controls

Electric Actuators and Control Systems

#### Fluid Systems

Fluid Power Actuators and Control Systems

#### Gears

Gearboxes and Gear Operators

#### Instruments

Precision Control and Indication

#### Site Services

Projects, Services and Retrofit

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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](http://www.rotork.com)

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