

Client Support Program

Rotork's Client Support Program (CSP) is designed to increase asset reliability and availability of your Rotork valve actuator and control products. The plan includes predictive and planned maintenance and asset management for all Rotork products.

Increase Plant Availability

Planned technical support will improve product reliability over a long period and help avoid unpredicted downtime. Rotork CSP provides assurance that assets will operate as requested.

Protect Your Investments

Optimized maintenance will increase the productive life of valuable assets. Well maintained and functionally useful equipment has greater value to the business and is an asset, not a liability. Support can be tailored to match the criticality of the device to the process and suit process needs.

Maximise Your Productivity and Reduce Operational Risk

Ongoing technical support can help to achieve increases in reliability and availability leading to improvements in operational performance. Rotork CSP will help your team spend less time on maintenance and become more productive.

Maintain Your Reputation

Regular support can ensure that your commitments to your customers are maintained and that your reputation is protected with them.

Reduce Cost of Ownership

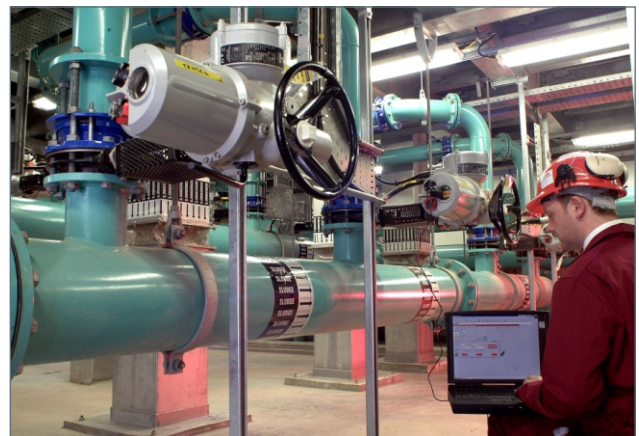
With CSP you reap savings through discounted costs for technology upgrades, spare parts, consulting services, and training. Further savings can be realized through greater control of maintenance costs and reduction in personnel costs. As the life cycles of your equipment are optimized, your return on investment will increase.

Optimised Cash Flow

Flexible finance options and installment payments are available for the program and also for critical equipment purchases.

Fixed Costs

CSP can reduce or eliminate unplanned maintenance costs.



rotork®

Site Services

How the CSP Program Works

You can choose a program that suits your needs. Within a given process site it is possible to include or exclude particular actuators. It may be preferable to include CSP for all your assets but select a CSP program to fit the critical nature of specific assets versus others which may be less critical to your overall process.

Rotork will discuss your maintenance requirements with you and design a tailor-made Client Support Program that exactly fits your needs and gives you priority access to all of our technical support services.

The CSP will focus on your main objectives: increased reliability, increased availability, reduction of unplanned maintenance hours and spare parts used, as well as minimizing HSE incidents. These parameters will be measurable and reported on a regular basis while discussing the value and cost of the CSP relative to your overall goals; reduced maintenance costs over time, increasing uptime and maximum production.



CSP Program Features

Tailored to meet the needs of your operation

- Asset Management Program – Database to allow visibility of all runtime data and maintenance history
- Emergency/priority response times tuned to meet the criticality requirements of your process
- Labor and parts inclusive or at reduced rates
- Parts management program
- Repair or replacement
- Configuration changes
- New actuator start-ups
- Retrofit discounts
- Health checks
- Predictive maintenance
- Preventive maintenance
- Support battery management
- Extended warranty
- Partial stroking
- Dedicated program manager
- Priority technical assistance
- Operational training

Additional, Optional Features

- Instrument calibration
- Workshop overhauls
- Cabling maintenance (control and/or power)
- Pakscan system management
- Engineering support
- DCS/PLC integration
- Resident service technician (full time)

Rotork Site Services USA

West Coast: Petaluma, CA
tel 707 769 4880 ext. 14173
email WC.service@rotork.com

Midwest: Milwaukee, WI
tel 414 461 9200 ext. 16274
email MW.service@rotork.com

Gulf Coast: Houston, TX
tel 713 856 5640 ext. 13440
email GC.service@rotork.com

East Coast: Rochester, NY
tel 585 247 2304 ext. 10458
email EC.service@rotork.com

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

www.rotork.com