

# rotork<sup>®</sup>

Keeping the World Flowing  
for Future Generations

## Lifetime Management



Helping you manage the risk associated with ageing assets

# Introduction

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Rotork Site Services have specialist expertise, insight and experience in service support for mission-critical flow control and instrumentation solutions for oil and gas, water and wastewater, power, chemical process and industrial applications. We offer global frontline support backed by dedicated in-house experts.

Our service solutions increase plant efficiency and reduce maintenance costs, while workshop services return equipment to as-new condition. We provide insight into how we can deliver value to our customers and our service solutions increase plant efficiency and reduce maintenance costs.

Our experience and understanding of the flow control industry means we have extensive insight and ideas of what we can do to provide significant value to our customers and their operations.



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Site Services



## Lifetime Management

Lifetime Management is the suite of services within Rotork Site Services which help you manage the life cycle of your assets. The services available offer a complete solution to managing the risks associated with the life cycle of your equipment and their obsolescence (which compromise reliable performance and valuable uptime).

The aim of Lifetime Management is to provide you with constant support and minimum- to- no disruption to your production flow. It is a customisable service offering designed to seamlessly maintain and improve your assets. We manage the inherent risks associated with advances in technology, component obsolescence and ageing equipment for you. We are committed to helping customers maximise the continuous, fault-free operation and working life of their actuators. Supporting the continuous and reliable operation of your plant allows for improved performance and increases in valuable uptime.

Whether a customer has an actuator requiring on-site servicing, a straightforward repair, a custom design service requirement or a new actuator installation, we have the complete solution capability to deliver the fastest turnaround possible with the least plant disruption.

### Lifetime Management covers:

- Reliability Services
  - Health Check
  - Planned Maintenance
  - Enhanced Warranty
  - Predictive Maintenance
- Upgrade services (retrofit)
- Planned shutdown support (service or run time)
- Life cycle services (based on years in service or run time)
- Overhauls/refurbishment
- Customised spares programme
- Training
- Consultancy

### Lifetime Management benefits:

- Increased uptime/reduced downtime
- Maximised productivity
- Reduced operational risk
- Increased reliability
- Improved maintenance efficiency
- Reduced cost of ownership
- Extension of asset life cycle



# Reliability Services

Reliability Services is part of Rotork's Lifetime Management suite of services. It is a customisable approach to maintenance, with options that provide progressively increased levels of coverage and support. Our tailor-made programmes increase reliability and availability and allow customers to have flexibility about what services are most appropriate.

## Health Check

### Client receives:

- Asset register
- Health Check template
- Maintenance register

### On-site activities:

- Site survey

### Activities per actuator:

- Asset condition assessment

## Planned Maintenance

### Client receives:

- Asset register
- Health Check template
- Maintenance register

### On-site activities:

- Site survey

### Activities per actuator:

- Asset condition assessment
- Intrusive inspection

### Routine, preventative maintenance:

- Confirm proper configuration/set up
- Perform corrective maintenance
- Functional test

### Included:

- Labour



## Optional 'add-on' services that can be added to any part of Reliability Services

- 24/7 dispatch or technical support
- Priority scheduling and technical support
- Parts management – customised spares programme
- New actuator start-up
- Resident engineer (part or full time)
- Cabling (power and control)
- System integration
- Valve inspection/maintenance

The services above assumes a minimum 12 month contractual period and service window. This is to ensure the optimum service availability from your Rotork product.

A predictive maintenance strategy can facilitate continuing high production demands. We are committed to the reduction of maintenance downtime and cost, as well as increased asset reliability and improved maintenance efficiency.

## Enhanced Warranty

### Client receives:

- 2 x asset register
- 2 x Health Check template
- Maintenance register

### On-site activities:

- Site survey

### Activities per actuator:

- 2 x asset condition assessment
- Intrusive inspection

### Routine, preventative maintenance:

- Confirm proper configuration/set up
- Perform corrective maintenance
- Functional test
- Performance review
- 2 x historical review of data loggers per year
- Review of previous repairs, maintenance and health check records
- Documentation and benchmarking of application data

### Included:

- Labour
- Priority technical support
- Parts
- Priority scheduling service
- Data logger information

## Predictive Maintenance

### Client receives:

- 2 x asset register
- 2 x Health Check template
- Maintenance register

### On-site activities:

- Site survey

### Activities per actuator:

- 2 x asset condition assessment
- Intrusive inspection

### Routine, preventative maintenance:

- Confirm proper configuration/set up
- Perform corrective maintenance
- Functional test
- Performance review
- 2 x historical review of data loggers per year
- Review of previous repairs, maintenance and health check records
- Documentation and benchmarking of application data

### Included:

- Labour
- Priority technical support
- Parts
- Priority scheduling service
- Data logger information
- Advanced Analytics

## Lifetime Management – Additional Services

In addition to Reliability Services, Lifetime Management covers several other service offerings that provide a solution to managing the risks associated with ageing equipment and obsolescence, keeping your production active and reducing costly downtime.

- Upgrade services (retrofit)
- Planned shutdown support (service or run time)
- Life cycle services (based on years in service or run time)
- Overhauls/refurbishment
- Customised spares programme
- Training
- Consultancy

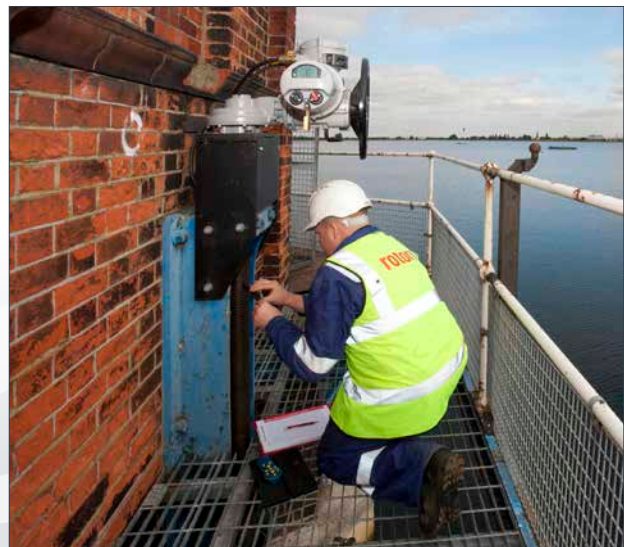
Upgrade services and overhauls/refurbishments are part of our commitment to support our customers through periods of change. We can carry out upgrade projects simultaneously to ensure that customers have the shortest shutdown possible.

Our life cycle services identify the stages your equipment goes through during its life and implement controlled strategies for managing the risk of ageing equipment. This future-proofing means we ensure a seamless transition when upgrading to the latest equipment; we help maintain and keep your operation up to date to allow you to focus on your operational goals, with constant support and limited disruption to your production flow.

Within the Lifetime Management programme we can offer a customised spares programme, tailoring it to exactly what you need and when you need it. Training and consultancy services are offered.

### Intelligent Asset Management

Intelligent Asset Management is part of Lifetime Management. It is a cloud-based asset management system which collects information from the data logs held within intelligent actuators. It provides easy and accurate reporting/monitoring of the condition of valves/flow control assets. The advanced analytics based on this data enables the proactive maintenance that prevents the failure of key equipment which can result in poor performance, poor quality, reduced output yields and reputational damage. It is a robust, safe and secure online platform.



## Rotork Site Services

**Our service solutions increase plant efficiency and reduce maintenance costs, while workshop services return equipment to as-new condition.**

Experience and understanding of the flow control industry means we have extensive insight and ideas of what we can do to provide significant value to our clients and their operations. Rotork products are recognised as the best-in-class for reliability, safety and value adding technology in extremely demanding applications.

We are committed to helping clients maximise the continuous, fault-free operation and working life of all their actuators. We provide asset analytics by utilising OEM-quality knowledge with industry leading analytical technology to give our customers the greatest insight possible into the health and usable life of their valuable assets.

Worldwide Support Centres enable us to offer same-day or next-day service to the majority of our customers. Our engineers have skills in both multi-purpose and industry specific applications and carry spare parts and specialist test equipment with them. We use a documented Quality Management system established in accordance with ISO9001.

In addition to Lifetime Management, Rotork Site Services provide the following products and services:

### Maintenance and Certification Compliance

Rotork provide tailored packages of maintenance; we cover regular servicing through to refurbishment and end of life replacement. These add significant value to our customer's assets, by maximising the working life of an actuator and minimising or eliminating unplanned downtime.

On sites where providing evidence of valid asset certification is a legal requirement, Rotork engineers can carry out the necessary OEM level inspections and provide the statutory paperwork to comply with regulations.



### Global Service and Support

Rotork understand the importance of prompt and punctual customer service. To add continuous value to our customer's business, we supply them with superior flow control solutions by providing high quality, industry leading products and complete service solutions.

Whether a customer has an actuator requiring on-site servicing, a custom design service requirement or a new actuator installation, we have the complete solution capability to deliver the fastest turnaround possible with the least plant disruption, maximising the value added support we provide.

- Actuator Workshop Overhaul
- Field Support
- Planned Shutdown Support
- Valve Automation Services
  - On-site – Manual Valve Automation and Actuator Replacement
  - Off-site – New Valve Automation

### Accreditation and Assurance

Rotork is world renowned as a safe and reliable operator, providing our customers with reassurance and peace of mind. Rotork's engineering teams are experts in the design and implementation of actuation solutions for all circumstances and environments. Our extensive global knowledge base draws upon previous installations and environmental situations.

For further information, or to arrange a consultation, please contact one of our dedicated Customer Service teams via the locator tool available on our website.

See [PUB056-023](#) for further details about Rotork Site Services.



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

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

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