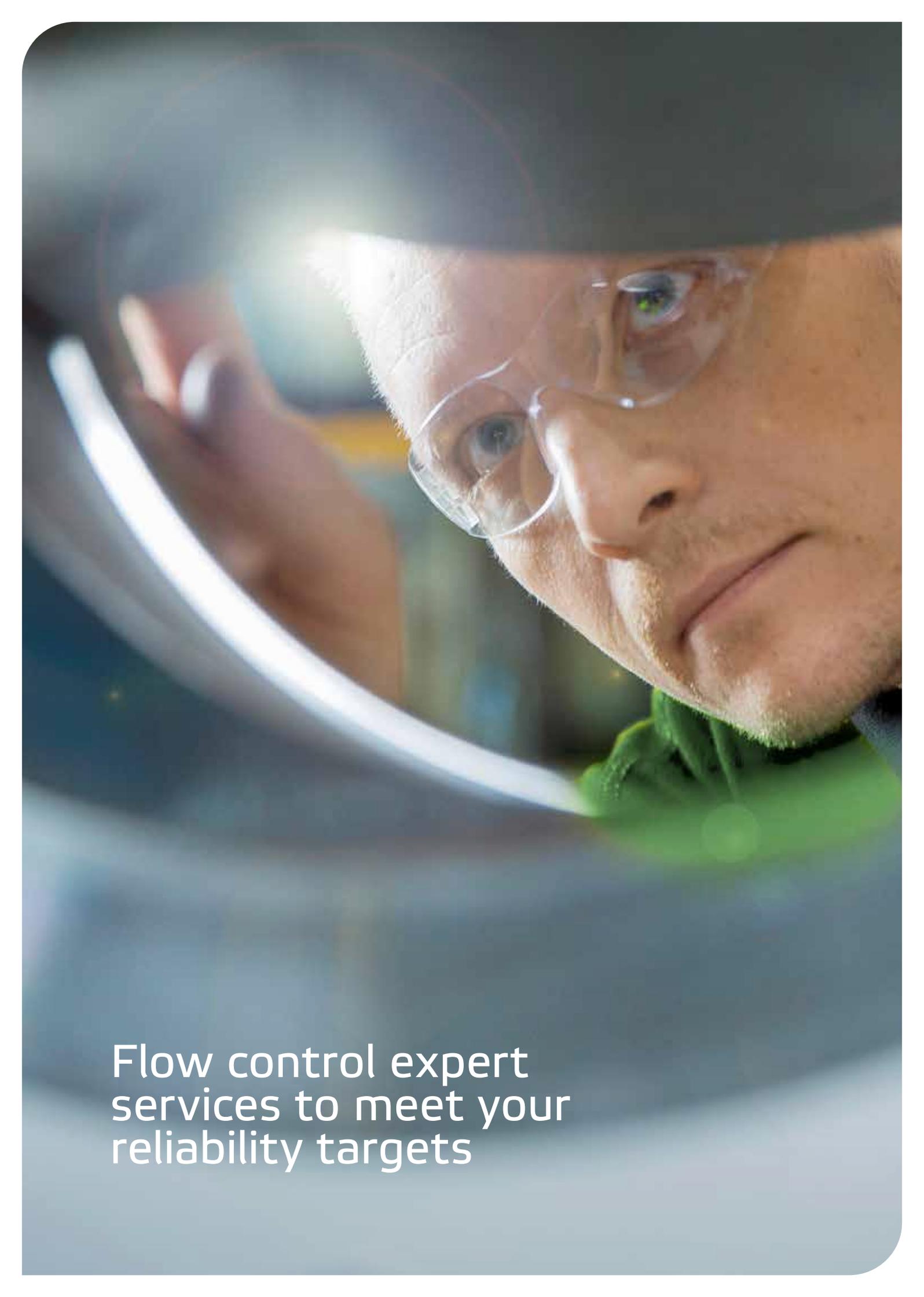


# Valmet's flow control field services

Wherever safety and  
availability matter most





Flow control expert  
services to meet your  
reliability targets

# Safety

Our flow control field services are geared towards the highest safety standards, with pre-planned maintenance actions to help your plant avoid unexpected device breakdowns. All our services are designed to maximize safety, availability and reliability for your field devices.

## Safety first

Safety is at the core of everything Valmet does, it is built into the heart of our process. To us, safety means not only employee safety, but also a safe plant, and ensured safety for both the environment and the society surrounding your plant. Our goal is zero accidents. Our expert personnel follow strict guidelines, and practice safe methods in all our services to ensure that hazards can be avoided to the utmost in your plant.

All service activities and repairs are always carried out according to local regulations, and we follow global Valmet safety standards to ensure a safe working environment for our personnel, the environment, and equipment.

Our personnel are trained to control the hazards inherent in the equipment, and use proper working

methods for handling, disassembly, testing and reassembly of field devices. Each member of the team has an obligation and a responsibility to work safely, at all times and under all circumstances.

## Process reliability and availability

With our equipment expertise and maintenance know-how, we can assist you in maintenance planning, ensuring that not only the maintenance is completed to the required standards, but process performance and availability can also be guaranteed until your next planned field service or shutdown/turnaround.

Through maintenance upgrades and modernizations/refurbishment, we can help you maximize your field device availability with reliability targets in mind.

## Let us assist you with:

### Planning support

Planning is the key to meeting required plant performance and reliability targets. We can assist you from application specific maintenance planning, to covering life-cycle status and modernization requirements. Our flow control experts are also available to support you with shutdown planning, ensuring that the correct scope is defined for your shutdown list.

### Maintenance and execution

We can assist you in the planning of maintenance, as well as the execution when the time comes. High-quality maintenance is safely performed by our valve service experts and certified smart product service experts, following the global harmonized service processes and safety standards, along with precision documenting activities.

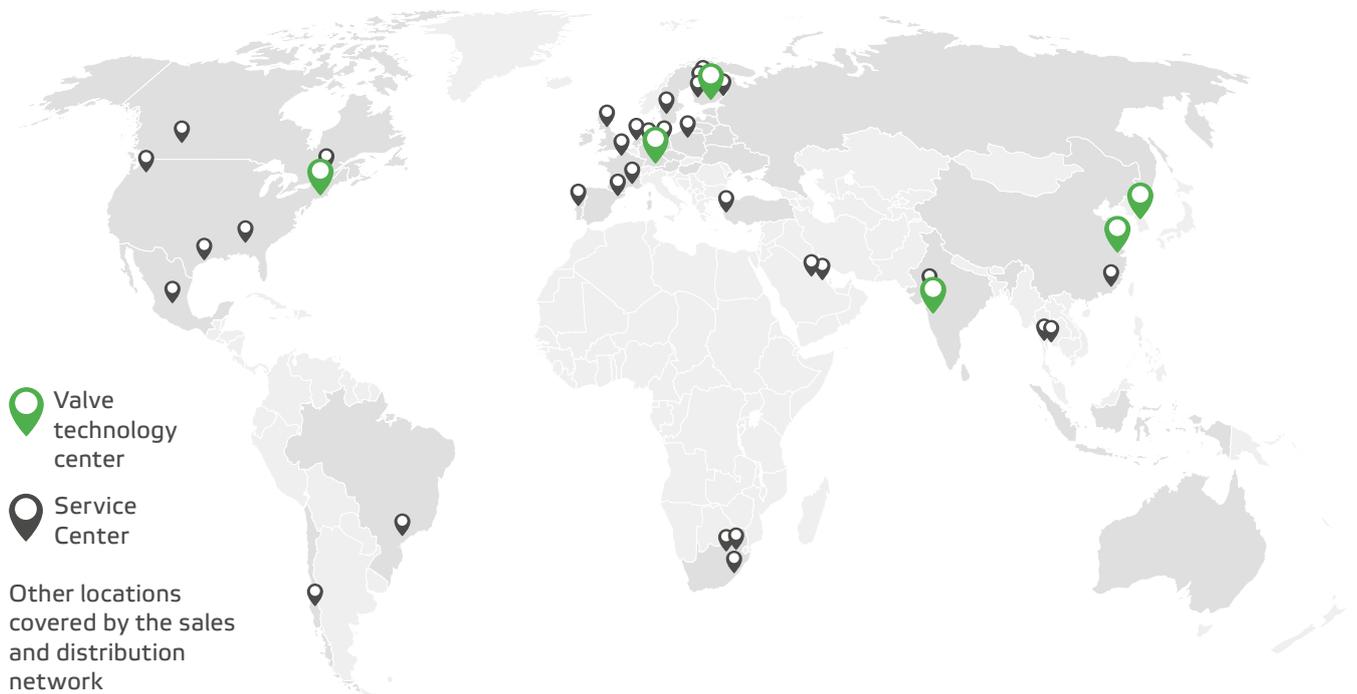
### Genuine spare parts

We know our products well, and have designed them based on your process requirements. By using only OEM parts, we ensure that materials and design requirements meet your specifications. OEM parts combined with our quality services ensure the best possible adherence to your warranty.



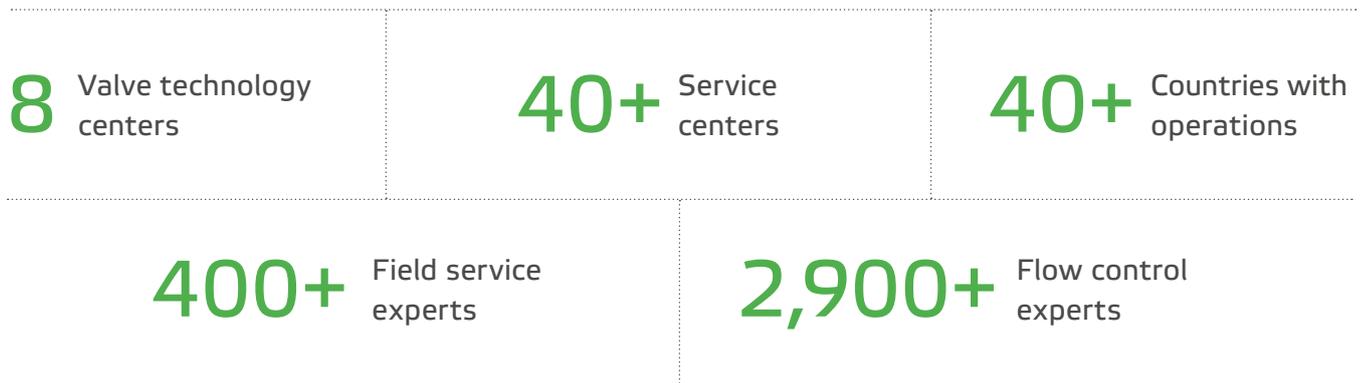
# Global network for local services

All our flow control service centers follow a global, harmonized and transparent process that offers the best quality customer experience, and the correct service actions for your equipment. We strongly believe in knowledge sharing between plants and processes to provide the best possible solution for your applications.



## Locations around the world:

Global presence means reliability for you through our service centers. Find a technology or a service center, or an authorized distributor near you [valmet.com/flowcontrol/contact](http://valmet.com/flowcontrol/contact)



## Need for service

- Notify the service center
- Provide data from CMMS if applicable
- Receive proposal for actions and budgetary quote
- Clean valve from hazardous media, report media and leave in half-open position if applicable
- Receive and prepare return authorization document



## Send product to us

- Send product for service
- Product recorded in the field service management system and service tagged
- The service center confirms the shipment received

**Product awaiting inspection**



## Condition analysis and recommended actions

- Pre-test of valve
- Inspection of item & condition analysis
- Recommended action & spare parts updated
- Receive updated quotation based on condition analysis

**Awaiting customer approval**



## Service of product

- Service work performed with genuine spare parts
- Services executed by the valve service experts and certified smart product experts

**Awaiting parts**



## Final test and quality assurance

- Final test performed for product to verify original specification assurance
- Final inspection check-list, photos, packaging and release for shipping

**Ready for overhaul**

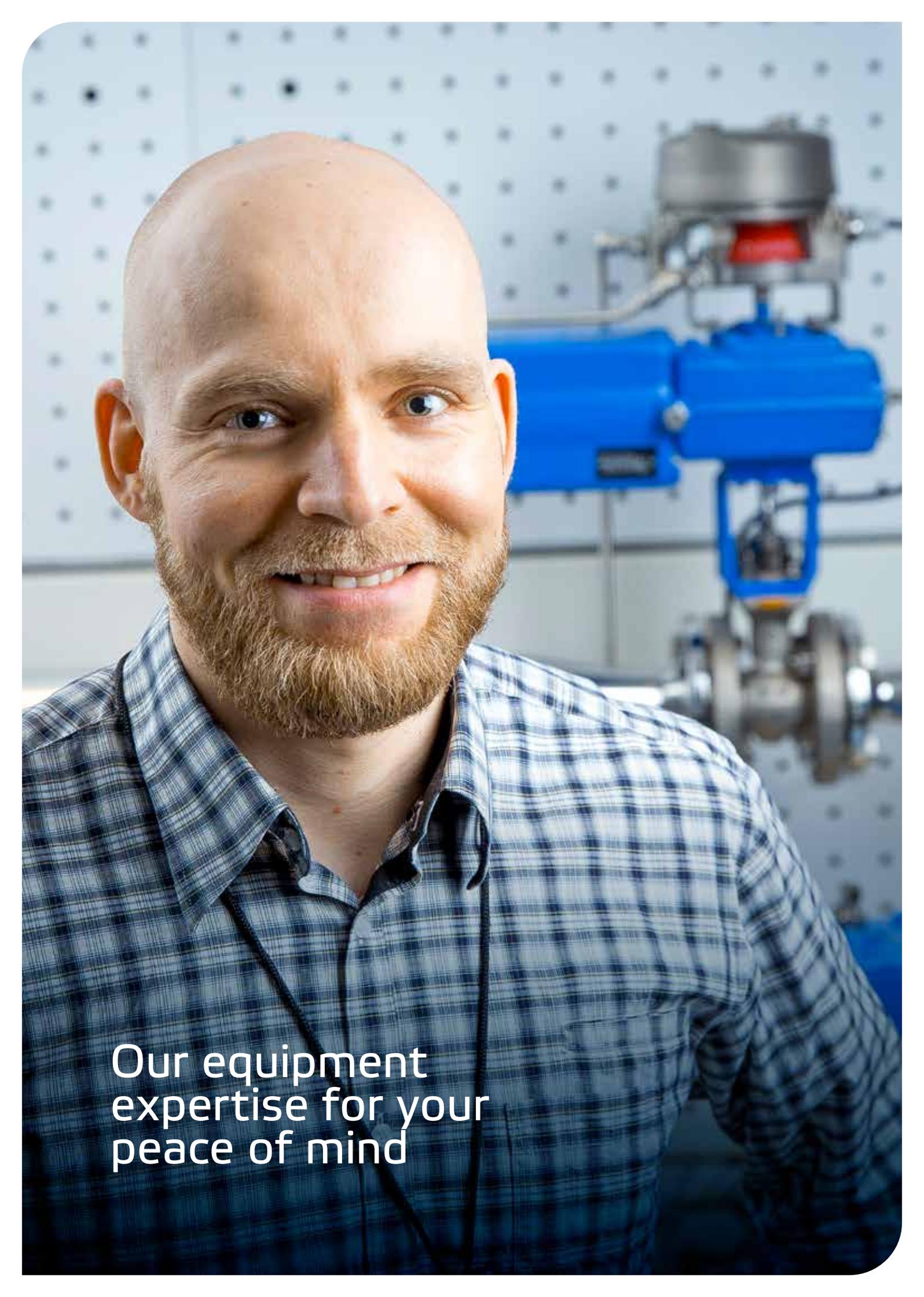


## Service report

- Receive service report with actions, used spare parts and recommendations for future actions
- Updated data in the field asset management system
- Easier future planning of short- and long-term maintenance actions

**Overhaul completed**



A man with a bald head and a well-groomed brown beard is smiling warmly at the camera. He is wearing a blue and white plaid button-down shirt. The background is a workshop or factory setting, featuring a grey perforated metal wall and various pieces of industrial machinery, including a prominent blue valve assembly with a red component. The lighting is bright and even, highlighting the man's features and the textures of his shirt and the background equipment.

Our equipment  
expertise for your  
peace of mind

# Valve expertise

Our network of service centers and experts continuously aim to improve, by sharing best practices and knowledge gathered from across the globe. We offer equipment expertise in all our flow control services, with the same harmonized standards worldwide, guaranteeing you safety, reliability and availability.

## Decades of experience

We have been manufacturing valves for more than 60 years. During that time, we have gathered information, and serviced our devices in different locations all over the world.

Over the years, our valve product family has evolved from its strong roots in durable and reliable valve hardware to also including a comprehensive range of expert services and intelligent valve controller solutions.

## Steadfast and timely services

Flow control services are carried out with the same consistent care, across all markets and locations. All the parts used are original OEM parts. Our service process is standardized, which means you get a quick estimate and turnaround.

## Access to global know-how

When you work with us, you gain a window into all the knowledge that we have accumulated over years of building, testing, and servicing field devices. Through our local support, you gain fast and easy access to our global flow control expertise.

## OEM documentation

By having access to the field device's original design documentation and criteria, we are able to complete maintenance with an unmatched level of confidence and understanding. As required, we can provide documentation for all our maintenance services to meet your needs for internal quality policies and operations.

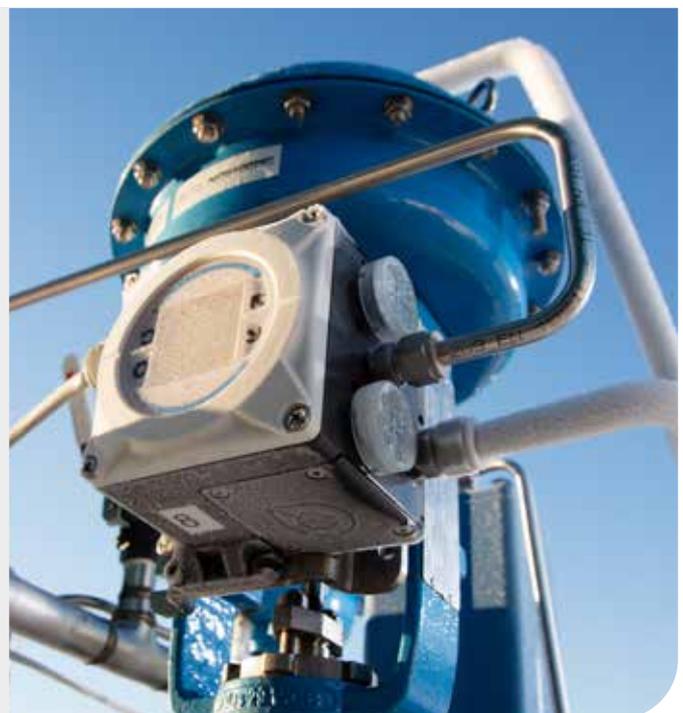
## Did you know?

**75%**  
the world's pulp

**70%**  
of industrial gas

**40%**  
of polyolefin

**flow through  
our valves**



# Life cycle services

Knowing and understanding your installed base is important. Without a life-cycle plan, you run the risk of long lead times, or issues with part availability. In worst case scenarios, your existing replacement device does not match the current installed base. With a criticality analysis and life-cycle plan in place, you will know which spare parts are needed.

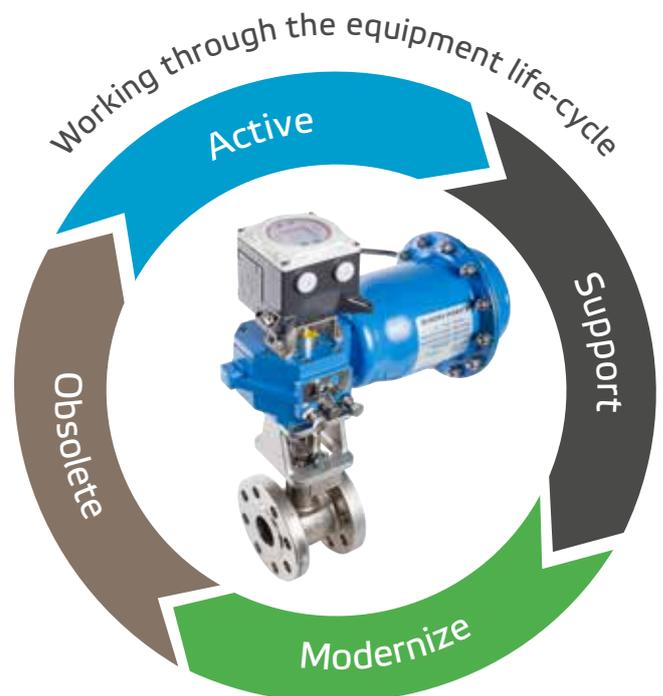
## A predesigned maintenance plan

By inspecting and auditing the plant's installed base and spares, we can help to optimize overhead costs while improving reliability and mean time to repair. A predesigned maintenance plan ensures you peace of mind in knowing that our experts are there to guide and support you in all your product life-cycle needs, and all your parts have availability.

## Refurbish, replace, or modernize your field devices

We offer services to refurbish, replace, or modernize your field devices. Together we will examine your field devices and parts, and define the best solution for you. Even if your equipment has reached the obsolete phase, we can execute a set of actions to modernize your field device and return it to full support.

If the equipment is in the obsolete phase, and cannot be updated or repaired, it will require a replacement plan which we will help you implement. Our experts can further offer recommendations to ease any future maintenance actions and can help you create a new maintenance plan for the future.



A worker in a yellow and blue safety suit and headlamp is working on a complex metal structure, possibly a staircase or walkway, in an industrial setting. The worker is positioned on a metal platform, looking upwards and to the right. The structure consists of numerous vertical and horizontal metal beams, creating a grid-like pattern. The background is a bright, overcast sky, suggesting an outdoor or semi-outdoor industrial environment. The overall scene conveys a sense of industrial maintenance or construction.

Plant reliability  
can be improved with  
a detailed plan

Ensure process  
reliability and uptime  
through planning





# Maintenance planning

No process is more crucial to your plant than careful and precise maintenance planning. A well-designed plan ensures both the safety and availability of your field device, and reduces the downtime of eventual maintenance services, or even future shutdowns.

## Installed base

The installed base, and up-to-date and correct information are the basis for maintenance planning. These key factors ensure that activities are planned based on actual data, and the correct field devices. By understanding the process and field devices' criticality, we will ensure that the correct maintenance approach is selected, and activities will be designed accordingly.

## Criticality definition

Identifying field device condition and maintenance requirements can be challenging. Unplanned maintenance, and unexpected device breakdowns can have a remarkable impact on plant or process uptime, not to mention possible financial impact. By understanding both the process and reliability requirements, and equipment and process criticality, maintenance plans can be established. Through such planning, you can ensure that maintenance and operating costs can be kept at a designated level without jeopardizing reliability.

## Condition analysis

Through condition analysis services, devices causing issues to your process can be identified and dealt with. Devices causing hidden faults are quickly identified, and devices requiring proactive maintenance can be pin-pointed for monitoring.

## Maintenance and repair recommendations

Let us help you to define the maintenance requirements for your field devices to ensure the required reliability and process uptime. By knowing the device condition and process requirements, service intervals and accurate decisions can be executed regarding the maintenance for short- and long-term activities.

Quality maintenance execution means that devices are fixed correctly the first time. Proper documentation further verifies the completed maintenance activities, and offers you recommendations from our experts on any future actions.



# Shutdown services

The safety of your plant is our number one priority, and therefore, a properly executed shutdown is vital. Our shutdown services will not only keep you on schedule, but also secure the continued productivity and availability of your plant.

## The key to a safe shutdown

A shutdown is a complex, large operation demanding specialized planning and proper execution. We take our high safety and quality standards seriously, and document every step of the procedure for reference and data collection.

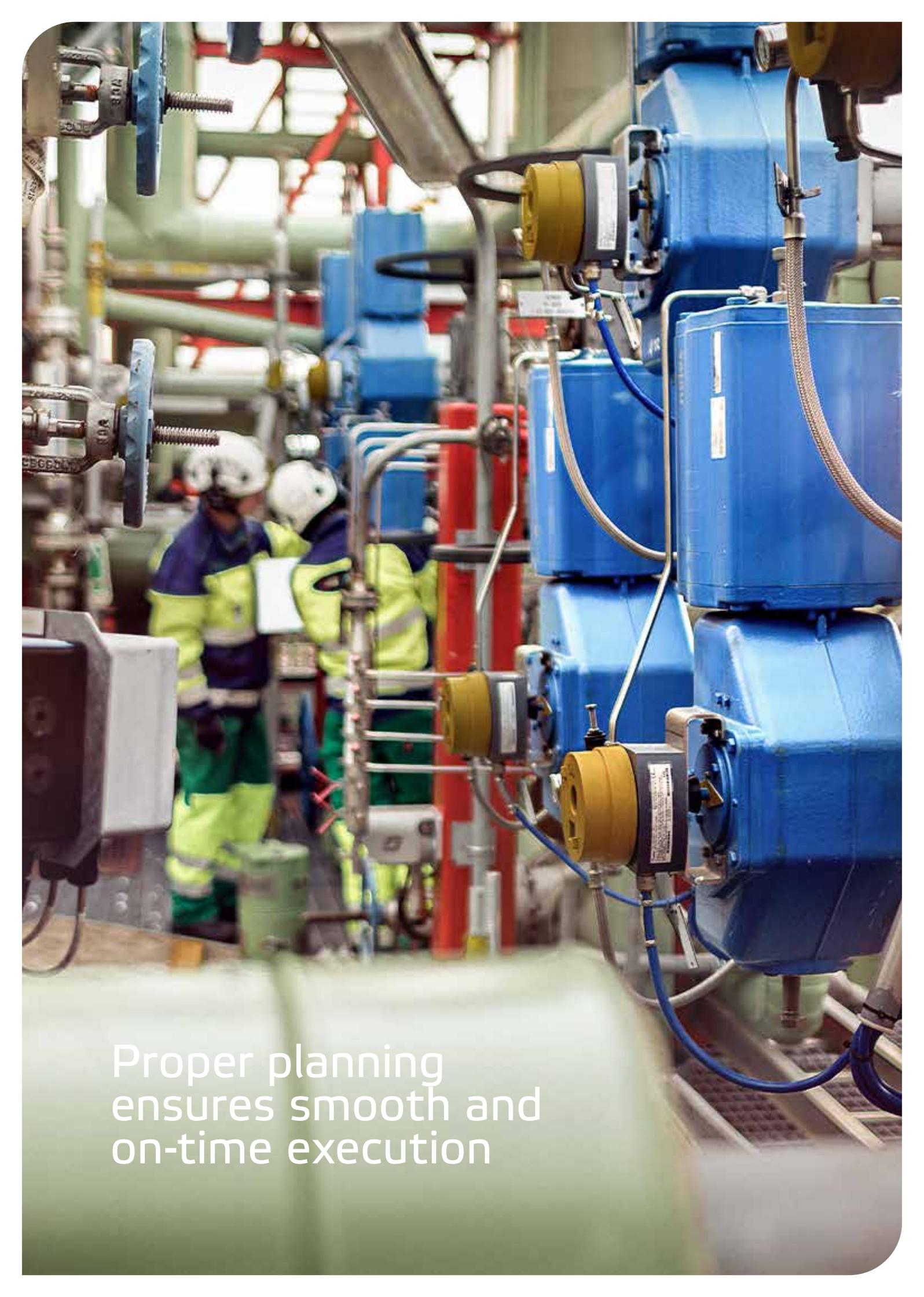
Our process is simple, but extremely effective. In the planning phase we help to address the scope of the shutdown based on your maintenance needs, plans, and service intervals. By analyzing the installed base, product criticality and equipment condition, we can utilize our extensive service knowledge to offer recommendations for maintenance, modernization and replacements.

## Smooth execution

Once the time has come to execute the shutdown process, our valve service and smart product experts will be there to ensure that all procedures are done to the highest quality and safety standards, using OEM spare parts that meet the original design specifications.

## Continued support after start-up

To guarantee you a safe and on-time start-up, our flow control service experts will do a real-time follow-up for the installation and commissioning of your shutdown. Once your plant is up and running again, the experts will perform an evaluation with tag specific service reports and certificates, along with recommendations for future maintenance, upgrades, and replacements.

A photograph of an industrial facility, likely a refinery or chemical plant. The foreground is dominated by large, blue-painted industrial machinery, including what appears to be a distillation column or reactor section, with various pipes, valves, and yellow actuators. In the background, two workers wearing high-visibility yellow and green safety suits and white hard hats are visible, standing near a complex network of pipes and structural steel. The scene is brightly lit, suggesting an indoor or well-lit outdoor environment.

Proper planning  
ensures smooth and  
on-time execution

# Additional services

We can offer a wide variety of services, from original spare parts to highly engineered products, ranging from single device maintenance to plant life cycle planning. We can take responsibility for large projects, or guide you in your own process. Each service is customized to your industrial needs.



## Spare equipment and parts

As an OEM, we guarantee high quality in all our spare equipment and parts, and we strive to always have the latest design to meet original specifications. With us, you're guaranteed the same warranty as a new product if you use our original parts and maintenance services.



## Condition analysis

The condition analysis uses a combination of diagnostics, leakage testing, and visual inspection to identify equipment in need of proactive maintenance. By keeping track of the status of the equipment throughout its life-cycle, unexpected breakdowns, and more costly shutdowns, can be avoided.



## Installation, start-up, commissioning and supervision

To offer you peace of mind, our project engineering services provide you with fast and efficient installation, commissioning and plant start-up that meets your time schedule and budget. Our services will work with both new equipment implementation, as well as modernizing and upgrading existing parts.



## Training

We can offer specially tailored training modules to meet the needs of your plant personnel. With the right knowledge and skills, your plant will run at its best from installation to operation, even in routine maintenance activities.



## Performance services

Neles™ Expertune™ PlantTriage™ is a service tool that will monitor your plant 24 hours a day. Our tool specializes in identifying control issues, prioritizing issues by improvement opportunities, determining the root cause, and stabilizing your process. With our service tool, you have your fingers on the pulse of your operations.



Valmet's professionals around the world work close to our customers and are committed to moving our customers' performance forward – every day.

### **Valmet Flow Control Oy**

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