NELES

Neles service process

Delivering services to ensure top reliability for our customers

Need for service

- Notify Neles 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 Neles

- Send product for service
- Product recorded in Neles field service management system and service tagged
- Neles 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 Neles 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 Neles field asset management system
- Easier future planning of short- and long-term maintenance actions

Overhaul completed

SPO001, issue 10/2020, neles.com