



AFTER SALES AND SERVICES

valves and actuators

after sales & SERVICES

PETROLVALVES has evolved its production capabilities extensively into numerous specialty categories within the Oil and Gas sector. As our custom engineered Valves and Actuators incorporate the most exotic materials and advanced design features, we have developed an After Sales and Service capability to respond to operators Service and Spare Parts demands, as well as provide assistance during all the product lifecycle.

PV has developed a worldwide network of both PV owned and operated facilities and a network of PV alliance facilities with trained personnel and subject to audit processes to ensure QA/QC and HSE procedures compliance.

PV is able to perform standard and emergency interventions wherever our valves are installed, regardless of existing conditions.

In order to maintain streamline efficiency and to give to After Sales business the same priority effort of production activities, we have organized an autonomous After Sales Department and network within **PV**, focused on the following targets:

- 01 Onsite assistance for Valve/Actuator intervention
- 02 Maintenance, Valve repair and refurbishment
- 03 Spare parts program
- 04 Training

after sales & services

onsite assistance

FOR VALVE / ACTUATOR INTERVENTION

01 **PV** has over 50-years Service experience with a wide range of valve products, and is always available at our Customer's convenience to mobilize **PV** Service Personnel on a 24 hours basis for both Onshore & Offshore sites. Providing first assistance remotely and organizing Onshore & Offshore support:

- ▶ Survey and inspection on site, storage and preservation process evaluations
- ▶ Valve installation (valve positioning, orientation, actuator installation, protection, inspection touch up, installation and construction support, welding and cleaning procedures and support)
- ▶ Pre-commissioning and commissioning phases (flooding, line pressure testing, dewatering / drying, line pressure testing, repositioning, preservation)
- ▶ Witness Start-up/commissioning
- ▶ Start-up Training (operation & maintenance team)
- ▶ Troubleshooting
- ▶ Onsite Valve and Actuator evaluation, preservative and preventative Maintenance procedures
- ▶ Full reporting

01



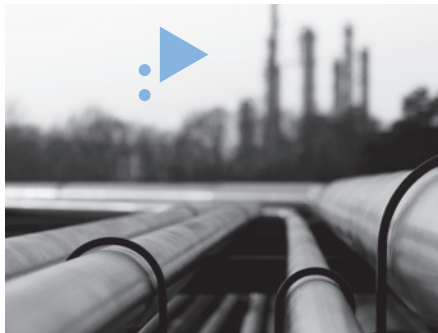
02 maintenance, valve repair AND REFURBISHMENT

In the **PV** workshop network, and on site, we are able to offer a complete range of services to a variety of valves:

- ▶ Maintenance
- ▶ Quick and reliable refurbishment
- ▶ Upgrading
- ▶ Repair

PV After Sales Team will work together with our Customers in order to locate the closest **PV** facility, which is always ready to receive any kind of valve to be maintained, refurbished, upgraded or repaired.

02



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03 spare parts PROGRAM

In order to assist Customers facilitating spare programs with the target to customize spares offers and minimize potential interruptions, **PV** After Sales Department in conjunction with Technical Department directly oversee spare parts proposals, fulfilling Customers' requests, ensuring complete interchangeability between the parts to be replaced and the new ones:

- Asset and spare parts data management
- Issuance of relevant S.P.I.R. (Spare Parts List and Interchangeability Record)
- Recommendation of spares related the scope of supply for the start-up and for the 2 years of operations
- Submission of offers
- Order management
- Coordination between operation and warehouse through job completion
- Coordination with Customers to provide job status, to expedite activities with Customer's representatives or nominated third parties (i.e. inspection, testing), to transmit shipping documents

All original **PV** spare parts replaced by our Service Engineers are covered by guarantee.



04 training PROGRAM

PETROLVALVES engineers are available to train client's personnel on the whole range of products provided.

Tailor made training programs for both Management and field operators can take place at site or at **PV** premises and include:

- Classroom sessions with description of main working principles and product Characteristics
- Onsite sessions focused on product inspection and main maintenance operations

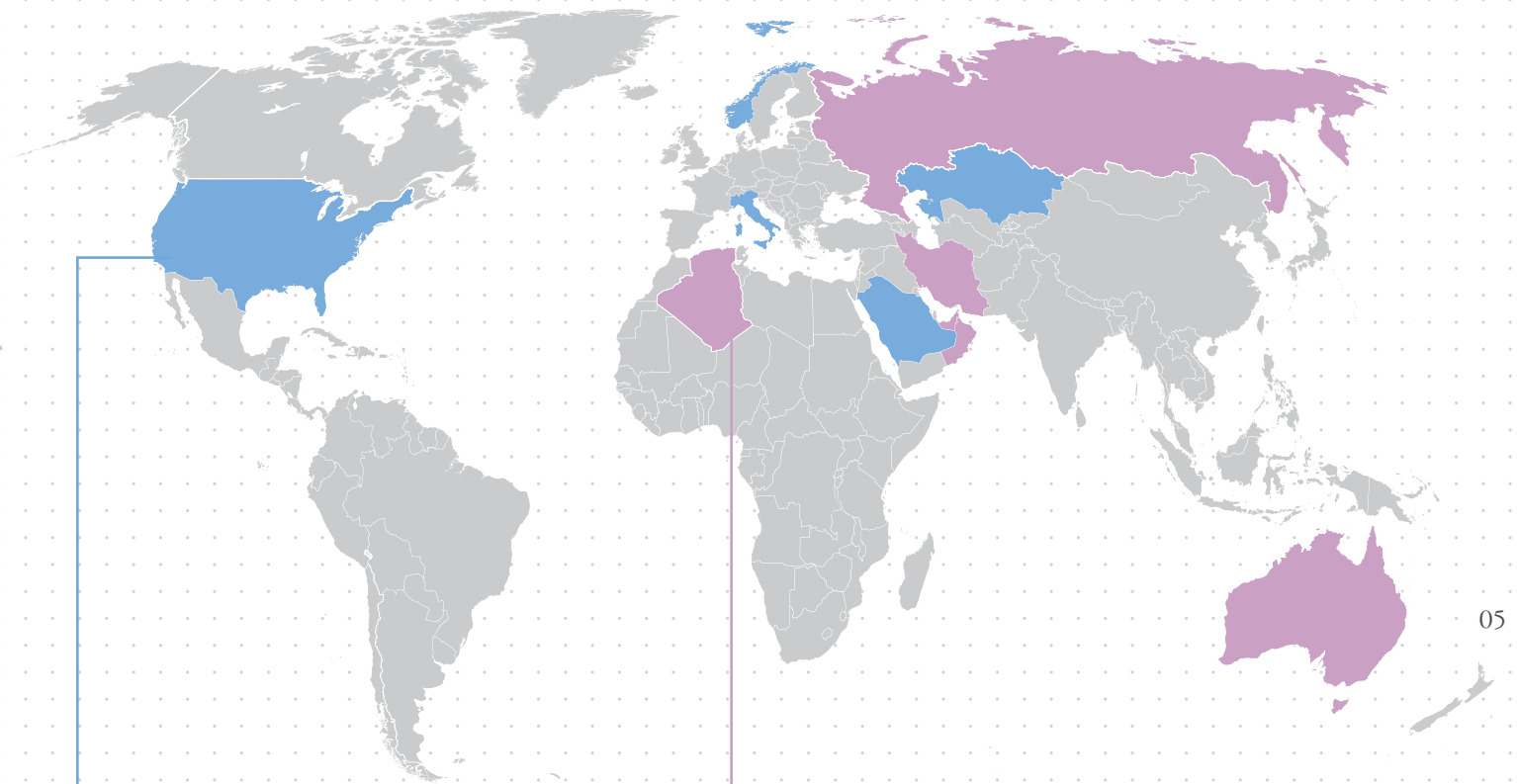
PETROLVALVES After Sales team will assist client in the selection of the most suitable training activities based on each specific need.

04



after sales & services

AFTER SALES NETWORK



05

owned
facilities

- ▶ Italy
- ▶ USA
- ▶ Norway
- ▶ Saudi Arabia
- ▶ Kazakhstan

authorized
repair centers

- ▶ Iran
- ▶ Oman
- ▶ United Arab Emirates
- ▶ Russia
- ▶ Algeria
- ▶ Australia

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