



**PETROLVALVES** GROUP  
enabling your energy flow

# PV CARES

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## Support & Service

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# ENGINEERED SOLUTIONS, SUPPORTED FOR LIFE





Over **65 years** of experience delivering specialized, engineered solutions for the **Oil & Gas and Energy sectors**, PetrolValves has a deep understanding of the critical role that after-sales support plays in customer success. Since the 1990s, we have strategically built a robust service network dedicated to providing **comprehensive assistance** throughout the entire product lifecycle.

At PetrolValves, we go beyond manufacturing custom-engineered valves and actuators. We **provide unparalleled after-sales support** through a global network of company-owned and operated service facilities, as well as authorized repair centers. Our commitment to quality and safety is matched by our dedication to our customers' operational efficiency.





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# 01 GLOBAL PRESENCE

Founded in 1956, PetroValves has an installed base spanning over 100 countries. Our extensive product range encompasses On-Off Valves for topside and Subsea applications, Control Valves, HIPPS systems, and Actuators.

To provide optimal support to our clients and end-users, PetroValves has pursued a policy of proximity to our installed base since the early 1990s. This has been achieved through the establishment of dedicated Service Shops and satellite facilities in strategic locations, as well as by forging partnerships with authorized Service Shops.

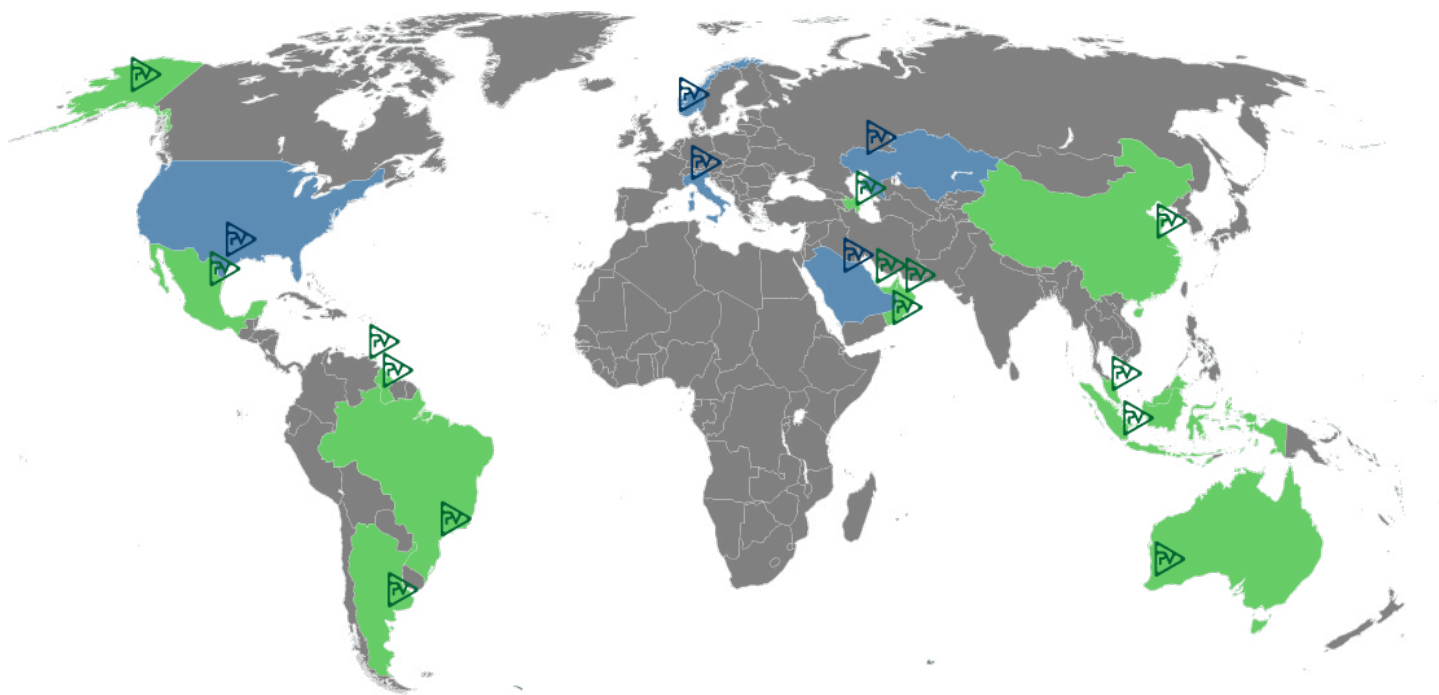


**SAUDI ARABIA**  
DAMMAM  
11.000 SQM

**KAZAKHSTAN**  
AKSAI  
5.000 SQM







#### **PETROLVALVES FACILITIES AND SERVICE SHOPS**

- » **Italy** – Milan (headquarter)
- » **Italy** – Piacenza
- » **USA** – Houston (Texas)
- » **Norway** – Stavanger
- » **Kazakhstan** – Aksai
- » **Saudi Arabia** – Dammam

#### **AUTHORIZED SERVICE SHOPS**

- » **Malaysia** – Kuala Lumpur
- » **Indonesia** – Jakarta
- » **China** – Qingdao and Tianjin
- » **Arzerbaijan** – Baku
- » **Guyana** – Georgetown
- » **USA** – Alaska
- » **Argentina** – Buenos Aires
- » **UAE** – Abu Dhabi
- » **Qatar** – Doha
- » **Oman** – Muscat
- » **Australia** – Perth
- » **Brazil** – Itapema
- » **Mexico** – Nuevo Leon
- » **Trinidad & Tobago**

This strategic approach allows PetrolValves to provide timely and effective assistance to customers worldwide, minimizing downtime and maximizing the operational life of their PetrolValves equipment.

#### **SERVICE CONTACTS:**

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## 02 SPARE PARTS AND SPARE VALVES SUPPLY

The PetrolValves Group has completed thousands of engineering and installation projects worldwide and has sold over 1,000,000 engineered and specialty valves since its founding (with 500,000 units sold in the last 25 years). We provide customized products, value-added engineering, and a wide range of services with a one-stop-shop approach.

Our extensive installed base of critical valves requires a dedicated team to manage spare parts and valve requirements worldwide. PetrolValves can provide spare parts for valves installed over 50 years ago, as well as spare valves engineered and produced with state-of-the-art technology.

PetrolValves supports operators in defining effective and proactive maintenance programs, preparing for planned shutdowns, and determining strategic spare parts needed for smooth plant operation.



DELIVERING CUSTOM-FIT FLOW AND  
CONTROL SOLUTIONS WORLDWIDE,  
WITH PROACTIVE MAINTENANCE AND  
BEST-IN-CLASS ON-TIME DELIVERY.





## 03 SERVICE SUPPORT WORLDWIDE

**PetrolValves boasts a dedicated team of Service Engineers available 24/7 to provide comprehensive customer support. This team is strategically located at our headquarters in Italy and in various locations across the globe.**

Thanks to this extensive network, PetrolValves can mobilize technicians for on-site interventions within 24 hours of an urgent request, minimizing downtime and ensuring the continued operation of critical systems.

Our Service Engineers are equipped with the most sophisticated analytical and computational tools for advanced troubleshooting. With years of field experience, they possess an unparalleled level of expertise in the installation and maintenance of even the most complex valves.

PetrolValves' service support extends to on-off valves, control valves, and actuators, encompassing both PetrolValves products and those from third-party manufacturers.



✓ WE TAKE CARE FROM SHIPPING TO INSTALLATION



## 03 SERVICE SUPPORT WORLDWIDE

ON-SITE SERVICES INCLUDE, BUT ARE NOT LIMITED TO:

**Valve leak detection:** Identifying and analyzing leaks to ensure safety and efficiency.

**Valve in-service diagnostics:** Assessing valve performance without interrupting operations.

**Fugitive emission campaigns:** Measuring fugitive emissions from operating valves to comply with environmental regulations.

**Torquing, bolting, and tensioning:** Verifying proper bolt tensioning for optimal valve performance and safety.

**Torque measurement:** Measuring torque on valves and actuators to identify potential issues.

**Boroscopic analysis:** Conducting internal inspections of valves for detailed condition assessment.

**Noise level measurement:** Monitoring valve noise levels to detect abnormalities and prevent potential problems.

**Metal thickness detection:** Measuring valve wall thickness to assess corrosion and remaining service life.

With our commitment to rapid response, advanced technology, and expert personnel, PetrolValves provides world-class service support to ensure the reliable operation of our customers' critical valve systems.







## SPECIAL SERVICE

- » **CUSTOMIZED MAINTENANCE PROGRAMS:** With over 65 years of experience in valve manufacturing and an installed base of over 1 million units worldwide, PetrolValves has the knowledge and data to develop client-tailored maintenance programs. These programs are designed to ensure productivity, profitability, and safety throughout the entire life cycle of your valves.
- » **PREDICTIVE MAINTENANCE WITH TORQUE SENSOR APPLICATION:** PetrolValves has developed a tool that monitors valve behavior throughout its operational life. This tool uses automatic alert signals calibrated to torque and hydraulic pressure values, providing real-time insights into valve performance. The system works through remote data analysis sent to the PetrolValves analysis center. This feature can be retrofitted to existing products and is included in new products.
- » **WARRANTY EXTENSION PACKAGES:** PetrolValves offers extended warranty options on our products. We are confident in the reliability of our products and offer clients the option to extend their product warranty for added peace of mind.
- » **MOBILE WORKSHOPS:** Our mobile valve repair units provide on-site maintenance for on-off and control valves, minimizing downtime and ensuring efficient operations.
- » **LONG-TERM PRESERVATION AND MAINTENANCE:** PetrolValves offers solutions for the proper preservation and storage of valves, including periodic inspection and testing. This ensures valve reliability for installations, even after prolonged downtime.

# 04 VALVE NEW LIFE

**VALVE NEW LIFE** is a game-changing program developed by PetrolValves Group to refurbish and upgrade existing valves. This program allows operators to reduce CAPEX investments by up to 40% and eliminate replacement lead times.

By leveraging PetrolValves Group's reverse engineering capabilities and proven manufacturing expertise, it is possible to revitalize any valve, even those considered at the end of their service life.

**VALVE NEW LIFE** can be applied to a wide range of equipment, including:

**PetrolValves Group's extensive product portfolio:** On/Off Valves, Control Valves, and Subsea and Topsides Actuators, operating in any application and service.

**Third-party products:** Valves, actuators, and valve systems supplied by other manufacturers.

THANKS TO VALVE NEW LIFE  
SUSTAINABLE PRODUCT,  
PETROLVALVES GROUP CONFIRMS ITS  
COMMITMENT TO CONTINUE SUPPORT-  
ING CUSTOMERS IN REDUCING THEIR  
"CARBON FOOT PRINT".

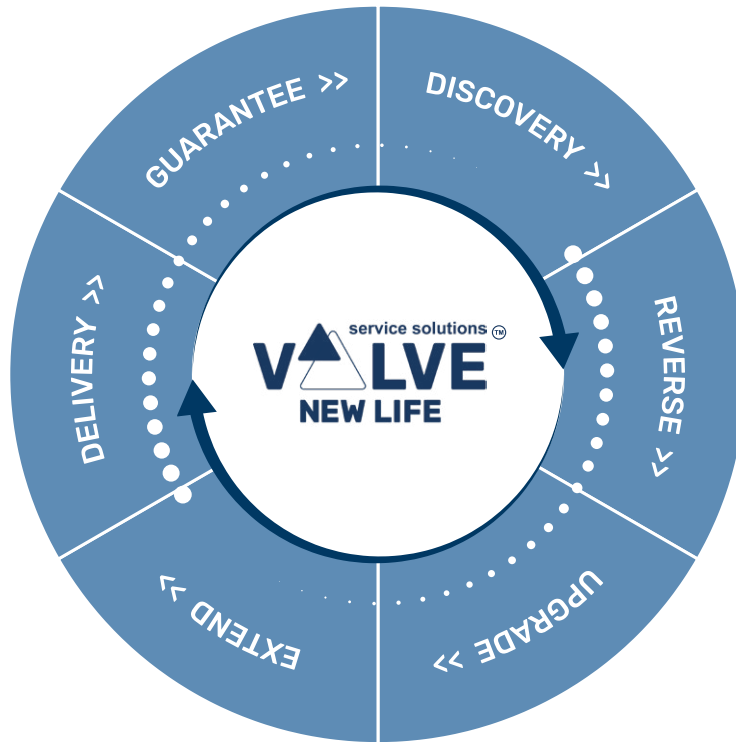
Our teams ensure that every **VALVE NEW LIFE** product meets the same premium quality and reliability standards as any new PetrolValves product. Leveraging our local presence, we deliver this innovative technology in key geographies around the world.







# VALVE NEW LIFE THE PROCESS



**DISCOVERY:** We begin by analyzing your end-of-life valve inventory to identify suitable candidates for the revitalization program.

**REVERSE ENGINEERING:** We carefully disassemble the valves and assess their condition to determine the necessary refurbishment and upgrades.

**UPGRADE AND ENHANCE:** We can revitalize valves to their original specifications or enhance them with custom-tailored solutions based on your specific needs and operational requirements.

**EXTEND SERVICE LIFE:** Our advanced manufacturing processes improve the

operating life of your revitalized assets. Each valve undergoes rigorous testing and certification to ensure it meets the highest quality and reliability standards.

**DELIVERING PERFORMANCE:** We deliver VALVE NEW LIFE products ready to continue operating at peak performance, ensuring the ongoing safety and efficiency of your operations.

**GUARANTEED RELIABILITY:** Each revitalized valve comes with a new mechanical warranty, providing you with peace of mind and confidence in its long-term performance.



## 07 TRAINING PROGRAM



On Customer request, PV is able to organize both training at Customer's premises or in a Petrolvalves classroom. The training can be focused on

technical-engineering aspects, or on technical-manufacturing aspects, and is aimed at operators, maintenance personnel, engineers and other staff.







## 05 ENGINEERING SUPPORT TO CUSTOMERS

With its well trained and experienced engineers, PV can provide engineering support to Customers covering many activities:

- » Failure and Root Cause analysis
- » Resident Engineer at customer premises to support project execution
- » Drafting of technical specifications for valves
- » Definition of the best product for a specific application
- » Material Selection
- » CFD and FEA analysis
- » Noise prediction and abatement
- » Design and production of Service tools and equipment
- » Asset management & Valve library build-up
- » Product upgrade programs
- » Valve replacement programs
- » Data acquisition & data entry

PETROLVALVES GROUP  
GRANTS DIRECT ACCESS  
TO THE RECIPROCAL  
GLOBAL NETWORK OF  
HIGHLY QUALIFIED SI-  
STER COMPANIES AND  
SELECTED PARTNERS  
WITH A WORLDWIDE  
PRESENCE.

#### **MANUFACTURING PLANT**

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