

GLOBAL CAPITAL PROJECT SERVICE

Dedicated Site Service Manager

Flowserve offers dedicated, equipment support services for large projects to increase speed and reliability of pump system installation so that customers can optimize plant startup performance.



When companies undertake a large capital project, there are many variables that can affect the quality and performance of rotating equipment. The Flowserve site service manager will be on-site to preemptively address and eliminate these variables from the time the equipment arrives through successful commissioning.

With an eye on bringing extensive pump and seal system expertise to the customers when most needed during the commissioning of a plant, Flowserve is introducing Global Capital Project Service. The essence of the program is to offer proactive planning, direction and control during the installation and startup to ensure a successful outcome of large capital projects by providing a single point of contact to Flowserve customers.



Global Capital Project Service is a flexible term (12 months standard) continuous service and support program. A Flowserve site service manager will act as the sole contact point for all project activities.

The program offers customers four key benefits:

- Reduced time to operation
- Improved startup performance
- Optimal installation costs
- Fast issue resolution



Core Service Includes

Scheduling and Tracking — The site service manager will coordinate the scheduling and tracking of all incoming Flowserve equipment to ensure the site has proper lifting and unloading equipment ready.

Equipment Inspection — After the equipment is safely unloaded, the site service manager will perform a complete equipment inspection with the customer to verify the equipment is fit for service.

Installation Review — When the customer is ready to install the equipment, the site service manager will review the site with the customer and verify it meets both the customer and Flowserve requirements.

Supervise Commissioning — The site service manager will supervise field technicians during the installation phase. The goal is to reduce the risk of incidental damage to the rotating equipment during startup.

Online Documentation and Equipment Manuals Database — Throughout the tenure of the site service manager, the customer will have access to an online database that provides information on the equipment purchased.

Warranty Handling — The site service manager will also assist with warranty handling and work with local resources to repair defects found at the site.

Core Service Benefits

Flowserve customers participating in the Global Capital Project Service program can expect:

- Shortened commissioning phase
- Reduced startup risks
- Proper long-term storage procedures

Optional Services

In addition to core service components, Flowserve offers additional options such as base plate installation and grouting, laser alignment, on-site training and education, storage and warehousing service.



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