



# Qatar Quick Response Center

Repair, engineering, and reliability services  
for valves and actuation



*Experience In Motion*



## Service you can rely on

The Flowserve Qatar Quick Response Center (QRC) is focused on helping you keep your flow control equipment — and plant — operating at peak condition. Whether you need support with time-sensitive parts or repairs, reliability-based upgrades or in-depth engineering analysis, our valve and automation technicians and engineers are standing by to help maximize plant uptime and profitability.

### Expertise with a sense of urgency

As a leading valve and actuation manufacturer, we have the resources to quickly turn around any repair or remanufacturing project, including plant shutdowns. Our service technicians and application engineers are flow control experts. We specialize in repairing and upgrading automated valve packages — regardless of type or OEM — to extend service life and improve performance.

We've invested in machining equipment and a comprehensive inventory that allows us to respond rapidly to your service needs. As a result, we can provide same-day delivery of standard parts. And, special parts can be delivered in days — instead of weeks.

#### Core capabilities

- Control valve repair
- Actuation repair
- Valve automation
- Field service and on-site repair
- Oxygen cleaning
- Full machine and weld shops
- Turnaround management
- Troubleshooting and engineering support
- Plant surveys

## OEM quality, regardless of OEM

We understand your plant uses many types and brands of valves and automation. But who wants to deal with that many service contacts?

At the Flowserve Qatar QRC, we repair control, quarter-turn, automated and manual-operated valve packages from all major manufacturers. We use OEM parts on all repairs — regardless of brand — so you can rest assured your valve assembly will be restored to its original specifications. If OEM parts cannot be sourced within your critical time frame, we can work with you on alternative solutions to meet your plant deadlines.

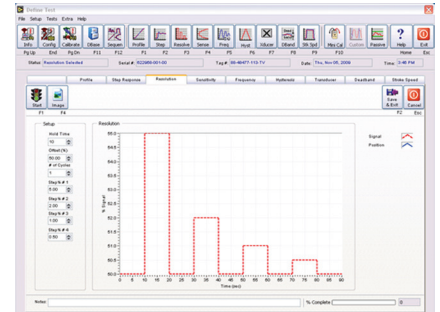
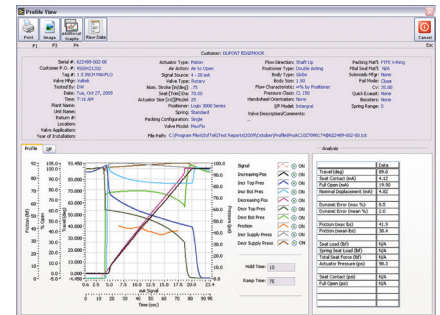
## Service for all valve types

We also specialize in repairing out-of-the-ordinary valves, such as: gate, globe, check or motor-operated valves. We can help, even if the valve is obsolete or the parts are hard to find.

## Performance testing and certification

Prior to shipment, all new and repaired control valves are performance tested using the Profiler™ valve diagnostic system. Each valve is stroked, seat leak tested, hydrotested and quality tested to industry standards. Vital data for each valve is recorded in the system, providing easy access for future reference. A copy of the diagnostic test results is available to the customer upon completion of the project.

This technology also enables us to run diagnostic tests on your valves while in the field. This can help us identify problems that can be fixed in the field, avoiding expensive repair maintenance.



## Four-point quality check

All repaired valves, regardless of manufacturer, will undergo the following quality assurance checks:

1. Reassembly with OEM parts
2. Complete diagnostics test and birth certificate
3. As-received and as-built condition documentation
4. Data and photo entry into the asset management tool

## ValveSight™ – improve your bottom line with predictive diagnostics

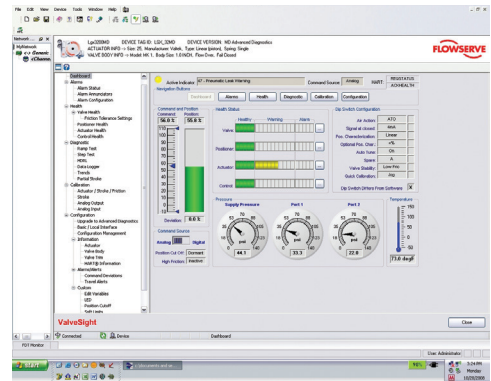
For today's plant managers, safety and environmental considerations are just as important as performance and productivity. Proactive maintenance strategies improve output and lower costs without sacrificing safety and reliability.

### Manage your assets proactively

ValveSight diagnostic software from Flowserve helps you become more proactive. Powered by an intelligent diagnostic engine, ValveSight constantly monitors the valve, actuator, positioner and control signal and provides actionable advice when a problem is detected. Issues can be addressed before they threaten performance, productivity, safety or the environment.

ValveSight will help you:

- Focus on device health, not alarms. Alarms can be confusing and difficult to interpret. ValveSight translates alarms into an overall assessment of health so you don't have to.
- Understand “why,” not just “what.” ValveSight helps you to identify root causes, not just symptoms, so you can fix the problem the first time.
- Be proactive, not reactive. ValveSight will help you identify steps that can be taken now to keep your process running better longer.



### Easy to integrate and highly compatible

ValveSight software can be seamlessly integrated into any FDT/DTM-compliant host control or plant asset management system. It also can be easily retrofitted onto your control valves, including valves from a third-party manufacturer. The Flowserve Qatar QRC can help with implementation.





## Digital positioner upgrades

If you're looking to convert from analog signal control to digital technology, application engineers at the Flowserve Qatar QRC can assist with re-instrumentation of all major third-party control valves and their positioners.

Available with a broad range of mounting kit designs, Flowserve digital positioners — like the Logix™ 3800 — can be easily adapted to third-party control valves as well. Predictive algorithms continuously monitor the health of the valve and actuator to reduce undetected failures. Partial stroke testing allows in-process testing locally, remotely or with automatic scheduling.



### Big upgrade, little downtime

The ability to draw from our own manufactured inventory and adapt to any control valve ensures repair turnaround with minimal downtime.

And, to ensure we can provide rapid response in all cases, we continue to inventory parts and components for those customers still using pneumatic or analog (I/P) positioners in their facilities.

## LifeCycle Advantage service contracts — partnering for the long term

Making sure you make the right investment every time is almost impossible. The risks can be daunting. The good news is you're not in this alone!

LifeCycle Advantage service contracts enable us to partner with you to realize improvements in operational efficiency with measurable cost savings. From lifecycle costs and safety to equipment availability and repair, let us tackle critical equipment issues so you can focus on your core business.

### A total cost of ownership approach

LifeCycle Advantage contracts focus on six key factors to ensure long-term improvements in total cost of ownership don't come at the expense of anything else.

1. Safety, health and environment
2. Equipment performance
3. Technical support
4. Strategic procurement
5. Inventory optimization
6. Energy management

### Lasting value that fits you

We know there is no one-size-fits-all solution, so LifeCycle Advantage contracts can be structured to meet your needs. Flowserve can partner with you on a program that covers a single piece of equipment, several units or a full plant. Regardless of the scope, you will see lasting improvements in reliability, safety and availability.



## Inventory management

The Flowserve Qatar QRC can help manage your inventory to minimize downtime and carrying costs. We will work with you to establish agreed-upon storage and replenishment levels for standard and non-standard parts. Complete warehouse management services are available. Typical lead times are shown below.

| Criticality | Proposed Strategy   | Proposed Lead Times | Equipment Type     |
|-------------|---|---------------------|--------------------|
| High        | Store at plant at agreed levels with quick-ship replenishment             | Same day            | Standard parts     |
|             |   | Same day            | Non-standard parts |
| Medium      | Quick-ship parts to reach plant within desired lead times                 | 20 days             | Standard parts     |
|             |   | 30–60 days          | Non-standard parts |
| Low         | Quick-ship parts to reach site within desired lead times                  | 40 days             | Standard parts     |
|             |   | 60–90 days          | Non-standard parts |
| Emergency   | Premium-priced, quick-ship parts to reach plant within desired lead times | as needed           | Standard parts     |
|             |   | as needed           | Non-standard parts |

## Educational services — train and develop your workforce

Turn your technicians, operators and engineers into equipment and system experts with specialized training through the Flowserve Academy — at your plant or off-site.

Plant operators, reliability engineers, system engineers and maintenance personnel will find education and training programs designed to deepen their understanding of flow management systems. Examples include:

- Valve, centrifugal pump and mechanical seal fundamentals
- Valve, pump and seal repair
- Valve, pump and seal reliability
- Root cause analysis
- Preventive maintenance
- Advanced diagnostics

Courses are third-party accredited and attendees receive professional development hours (PDH) or continuous educational credits (CEU).

### Customized training where you want it

Whether you need basic training or customized programs, Flowserve Academy offers an unparalleled global network of training experts and facilities to accommodate any request. Customers can choose location, course content and program formats to optimize human and financial resources and help deliver optimal results.

- Bring advanced training capabilities and certified trainers to your location.
- Send teams to our world-class training facilities equipped with classrooms and labs.
- Online training allows for self-paced study without the investment of in-person training.





#### **Headquarters**

Flowserve Corporation  
5215 North O'Connor Blvd.  
Suite 2300  
Irving, Texas 75039-5421 USA  
Telephone: +1 937 890 5839

#### **Flowserve Services & Trading L.L.C.**

Rashid Street (216), Near RLIC Gas Station  
Ad-Dahirah, ZONE 75, RasLaffan – Qatar  
Telephone: +974 4007 5037

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