

Rotork Services for Customer Care

rotork®
Site Services

As well as being a major supplier of electric valve actuators we provide comprehensive support for our products in the field as summarised below:-

Extended Warranties – New Projects

At the time of installation or handover to the client we offer a further one year warranty if our engineers carry out final commissioning and installation inspections.

Planned Maintenance Contracts

Designed to suit the needs of your business with rolling warranties and priority call out we offer periodic inspection on actuators critical to the process and reliable plant operation.

Asset Management

From our extensive records we can help you identify old or obsolete Rotork products so that a replacement or overhaul programme can be planned to reduce the impact of actuator failure to a plant or process.

Health Check and Inventory Audit

For the next phase of our asset management service we offer a health check inspection on a chargeable basis. We carry out a physical examination and provide you with a detailed report giving the Tag number, actuator serial number, model type/size, specification, age and condition of each actuator. This can then form part of a comprehensive actuator asset register.

Field Service

Our service and repair capability is second to none provided by a team of fully mobile factory trained engineers who all have CCNSG Safety Passports, CSCS cards, First Aid and Confined Space Training.

They are kept up to date with all service bulletins and will arrive on site with the relevant parts and detailed knowledge of the actuator in question having accessed our build data and manufacturing records. This ensures that we achieve a 'one stop visit' on 99% of call outs.

Workshop Service

From our newly refurbished and comprehensively equipped with a production issue test rig we provide a fast turn around for repairs, modifications and full overhauls.

Discount on Spares

For field or workshop repairs we offer a discount on all spares fitted.

Retrofit Service

We have a wealth of experience in motorizing manual valves in the field or replacing existing obsolete valve actuation systems using a dedicated team of engineers. We take full responsibility from design to installation providing you with a guaranteed working solution and will also undertake minor mechanical, electrical and civil work that may form part of your requirements to automate valves.



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As part of a process of on-going product development, Rotork reserves the right to amend and change specifications without prior notice. Published data may be subject to change.

For the very latest version release, visit our website at www.rotork.com

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Electric Actuators and Control Systems

Fluid Systems
Fluid Power Actuators and Control Systems

Gears
Gearboxes and Gear Operators

Site Services
Projects, Services and Retrofit

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