

After sales service

Installation

Proserv can install your system, maintaining continuity and avoiding conflict over areas of responsibility with regard to warranty.

Pre-Commissioning

Following on from installation, Proserv's engineers and technicians will perform this vital function and provide specialist advice.

Commissioning

Proserv's commissioning engineers are available for system start-up, ensuring continuity of personnel through to completion of the system integration and the start of production.

Total Maintenance

Proserv offers planned and ad-hoc inspection, Total Vendor Maintenance (TVM) packages individually tailored structured to customer requirements.

Parts Supply

Proserv maintains a dedicated department for the supply of spare parts, including repair kits, tube fittings, valves, accumulators etc. Spare parts management can also be offered.

Flushing

Cleanliness of fluid is critical for optimum performance in any system. Proserv offers flushing services to ISO Standards.

Pressure Testing

Pressure testing of packages, individual items and control lines can be provided.

Accumulator Re-Certification and Repair

By working closely with the leading manufacturers and investing in training and equipment, Proserv can offer a complete accumulator testing, repair and re-certification service, including the preparation of written strategies for equipment examination.

Training

Proserv can deliver training on all components of the equipment they offer, to assist customers with gaining the maximum benefit from the solution or technology provided.

Specialist Engineers, Technicians and Operatives

Proserv can assist with your staffing requirements by providing the necessary qualified personnel on a global basis.

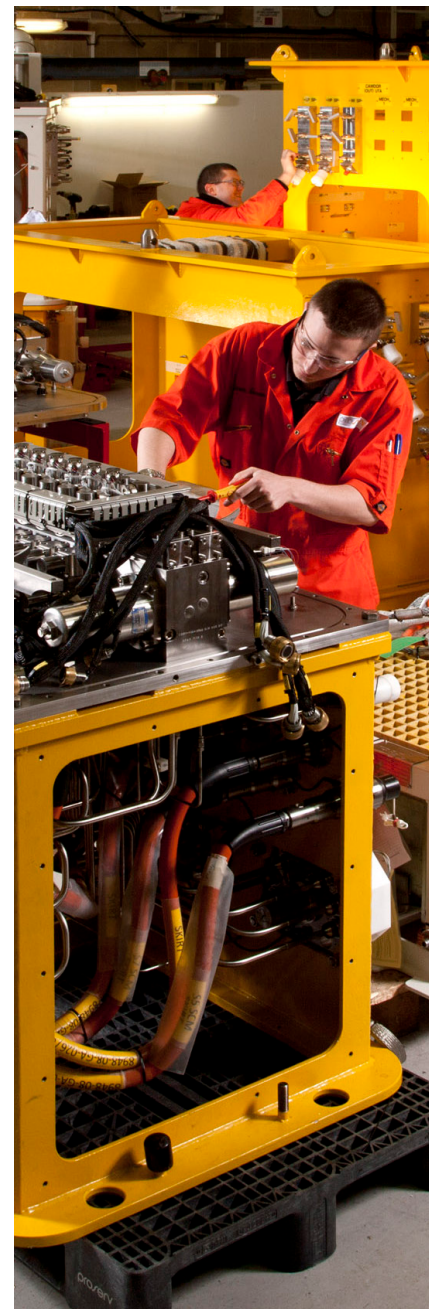
Support 24/7

During office hours specialist engineers are available to help with queries. Out-of-hours requirements for spares or service support are received and actioned by on-call staff.

Workshop Facilities

Proserv has comprehensive workshop facilities in Houston, Great Yarmouth, Aberdeen, Dubai, Abu Dhabi, Dammam, Qatar, Glasgow, Stavanger and Trondheim, which are fully equipped to service and repair a wide range of equipment including:

- Topsides wellhead control panels
- Subsea control modules
- Pumps
- Accumulators
- Valves
- Gauges
- Instruments



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Procedure and Services

Maintenance procedures can be developed for inclusion in ad-hoc, planned or TVM packages, on equipment, such as:

- Chemical injection units
- Emergency shutdown panels
- Fire and gas panels
- Hydraulic power units
- Umbilical reels
- Wellhead control panels
- Work-over control panels

Engineering Services

Proserv's engineering support comes as standard, inclusive in all supply and service contracts, covering:

- Detailed design work
- Feasibility studies
- System design analysis
- Modification costing and proposals
- Drafting services
- Project management

Equipment Rental and Leasing

Various items of equipment are available for rental from Proserv, which can be hired on a long or short-term basis including but not limited to:

- Work over systems
- Test HPU's
- Test stands
- Flushing units
- Analytical equipment
- Portable test pumps
- Nitrogen intensifiers
- Pressure test equipment

Proserv can arrange the hire of onsite Zone 1 rated test equipment including:

- Mechanical chart recorders for pressure and temperature measurement
- Nitrogen intensifier equipment
- Hydraulic pumps
- Flushing rigs with associated fluid sampling equipment

- Electrical test equipment all available from a single supplier

All Proserv test equipment will be supplied fully serviced with the required certification, including any lifting slings for heavier equipment.

Care Packages

Proserv can provide a selection of care packages tailored to your requirements. Further details of the options are given below:

- Major five-yearly service
- Annual service
- Minor six-monthly service
- Routine mechanical maintenance
- Routine electrical maintenance
- Accumulator re-certification
- System flushing

Customer Care Packages

Three levels of after sales care can be considered as follows:

Level 1 Call out on an ad-hoc basis following the agreed day rates for maintenance and repair activities.

Level 2 Full service of equipment at the end of the warranty period and provision of recommendations for future servicing, management of spare parts and accumulator certification.

Level 3 Total service management package, taking ownership of the health care of the equipment and management of spare parts. Issue of call-off orders for maintenance, and repair of equipment in accordance with the proposed health care package.

We would be pleased to discuss your requirements in detail at your convenience.

Warranty

Unless agreed otherwise, all items supplied by Proserv will be fully guaranteed to be free from defect in design, materials and workmanship for a period of 12 months from commissioning, or 18 months from the date of shipment from our works, whichever is sooner.

Warranty terms are subject to the equipment being stored, handled, installed, commissioned, operated and maintained in accordance with our procedures.

Failure to comply with the above requirements could affect your warranty.

Extended Warranty

Extended Warranty Service Plans are available for selected products, including, operation and maintenance training for site technicians, for all supplied equipment, and regular inspection and health care visits.

