

## Field service and technical support

*Your one-stop-shop for repairs backed by Velan quality and warranty*



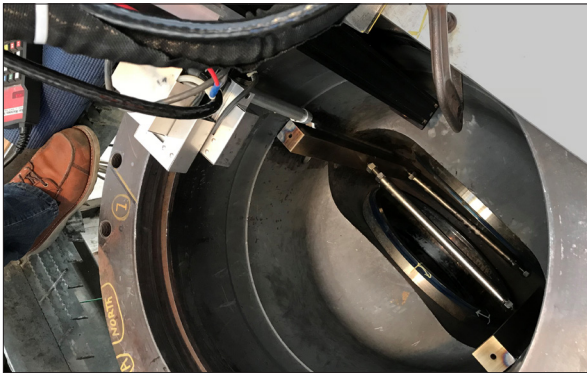
### Technical field services

We offer our end-users technical support and in-line service and maintenance on all our valve products.

Our team of service engineers and technicians are available 24 hours a day. We are equipped with the most sophisticated tools available and over 50 years of valve service experience in nuclear and thermal power stations, fossil fuel plants, naval fleets, petrochemical, chemical and mining applications.

We offer complete support leading up to and throughout your maintenance outages and turnarounds. All our work carries the Velan quality our customers have learned to trust and is backed by our warranty.

- Start-up and commissioning support
- Troubleshooting
- Forensic examination, investigation and root cause analysis
- Process, start-up sequence study
- Line hydro/steam blow/acid-clean witness
- Stress analysis and FEA/system upgrade/weak link analysis
- Applications engineering/Flow analysis/materials selection
- Non-destructive testing/x-ray review/UT testing
- Design of special tooling/validation of retrofit changes
- Severe service and refinery turnaround planning, support, and management
- Long term service contracts



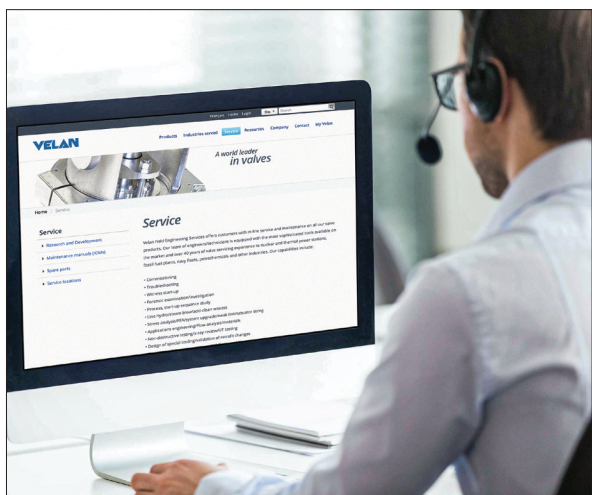
Welding guides– the valve is welded in-line



Installation of limit switches



Gasket replacement on a 30" Velan bolted bonnet gate valve



## Customer technical support

Service engineers and technicians available to address questions on your Velan installed base.

Ask our experts about:

- Valve and material specifications
- Maintenance recommendations and support
- Allowable operating parameters
- The latest Installation and Operation Manuals (IOMs)
- Negotiating standing terms and conditions for future work
- Standard pricing for time and material call-out work
- Package pricing for planned maintenance work
- More!



## Peace of mind during your outage and turnaround

Managing an outage is difficult and costly enough. Velan wants to give facility managers the peace of mind that their Velan valves will be covered and will continue to perform efficiently.

By partnering directly with Velan, you will benefit from:

- ✓ Safety and peace of mind: Final work covered by OEM warranty and procedures following industry code (ASME, API and more)
- ✓ Valve expertise: site personnel with direct access to OEM engineering, technical support and spare parts
- ✓ Saving time: a shorter contracting process with terms & conditions and insurance coverage based on your unique needs as well as a single contact – no need to manage multiple service providers!



To find a service shop in your area, visit our website:  
[velan.com/en/services/service locations](https://velan.com/en/services/service-locations)

## We're nearby to help you when you need it most

Velan has a network of authorized service shops across the globe, ensuring we can meet your maintenance and service requirements whatever your location.

## OEM original spare parts

Genuine Velan spare parts are in stock at locations around the world. Our spare parts are manufactured to Velan's stringent quality standards for easy replacement.

### Contact us for a quote or technical support:

Phone: +1 514-748-7743

Emergency technical service:  
 +1 866-994-5656

Email:  
 For spare part quotes: [spare.parts@velan.com](mailto:spare.parts@velan.com)  
 For technical support: [after.market@velan.com](mailto:after.market@velan.com)