



CUSTOMER SUPPORT



www.controlseal.nl

COMPLETE SOLUTION

Control Seal is well-positioned to deliver total aftersales support, quickly and efficiently, with unmatched expertise. Our highly skilled engineers and technicians are available around the clock, seven days a week to respond to customer queries, troubleshoot problems and offer reliable solutions.

Our goal: Satisfied clients.

Our product

Our responsibility

Our commitment

Our long term support

We have the following certification to guarantee the quality of our work: API 6D, ISO 9001, TUV HP0, PED, GOST.

We are approved by all major oil and gas companies worldwide and their contractors.

Control Seal is able to provide complete customer support solution.

ASSISTANCE

Technical advice or on site support, we aim to provide the best client support in the industry. Experienced Control Seal employee is always available to help you.

For urgent assistance, contact one of Control Seal experienced service engineers on the following telephone numbers:

Service Help Line:

+31 650 254 888

+31 627 621 045

+31 612 152 098

For more complicated issues, warranty claims and other technical support please contact service department:

service@controlseal.nl

COMMISSIONING

Most damage to the valves caused by improper installation or handling can be avoided by inviting Control Seal service engineer to inspect the valves before start-up. Control Seal has a fully trained team on standby that can assist you during installation or commissioning.



INSPECTIONS

Control Seal offers assistance during pre-shutdown and shutdown inspections.

Control Seal can develop tailor-made inspection schedule for the valves delivered and support the product information and certification by specialised information system with joined access for both manufacturer and end user.

PREVENTIVE MAINTENANCE

Control Seal valves are designed for easy maintenance.

Control Seal service engineer can be present during the first scheduled preventive maintenance to ensure that all steps of the maintenance are followed correctly based on the Manual by the operation personnel.

TOOLS

Control Seal can provide both general tools and the tools specific for Control Seal valves such as:

Seat removal tool

Seat press in and press out tool set

Seat cooling box

For more information refer to the tools leaflet.

SERVICE

Control Seal can carry out planned repairs to OEM standards. Control Seal is ready to perform emergency repairs, including getting parts to the site, at short notice to reduce downtime to a minimum.

Control Seal has service engineers with offshore certification.



SPARE PARTS

Control Seal maintains a fully updated database on all valves delivered.

This is how we can ensure that you will receive the correct spare parts of the original quality.

Spare parts are available for all valves delivered. Even if that was 20 years ago.

Control Seal can deliver spare valves.

Control Seal is capable to make reverse engineering for any parts required.



VALVE OVERHAUL

Control Seal can do the overhaul of your valve and turn the old valve into a new one. Spare valve can be installed instead the overhauled one to prevent plant stop.



TRAININGS

Control Seal performs the following training programs:

Installation training

Installation of the valve in-line, securing against dirt and dust, checking before operation, testing of the valve.

Operational training

Checking condition of the valve and the actuator, checking working conditions of the valve...and more.

Technical training

How to disassemble the valve, assemble the valve, measuring, greasing and maintenance...and more.

Actuator training

Actuator operation, checking actuator settings and air pressure.

All trainings can be done on site, in Control Seal service center or in Control Seal factory.

Training valve can be supplied for the training purpose.



CONTACT US

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