rotork®
Site Services

Thames Water

Rotork actuation support services available for Thames Water sites

Rotork Site Services, the UK's largest valve actuator service provider, has strengthened it's relationship with Thames Water with the introduction of agreed service levels to cover the Thames Water actuation assets.

Rotork have committed to agreed response times for all levels of service related to the maintenance of several thousand valve actuators and associated equipment at 418 pump stations, water works & sewage treatment works and 235 reservoirs on a 24 hour-a-day basis. These facilities manage the daily collection, treatment and distribution of 4.2 billion litres of water per day across 87,000 miles of water mains and sewers for 9 million clean water customers and 14 million wastewater customers.

Rotork's offering includes:

- **Service and Repair call-out service for Thames Water**
- **Maintenance and Repair of all makes and types of actuator**
- **Dedicated Rotork Site Services project manager**
- **Out of Hours Emergency call-out service**
- **Fully trained specialist actuation workforce**
- **Actuation and electrical upgrade and retrofit services**

Thames Water will have access to Rotork's broad range of skills, built up over nearly sixty years of experience as the UK's largest actuator service provider. All services are performed by a fully trained specialist actuator workforce and supported by large spares stockholdings, strategically held at Rotork UK's Bath office and service centre.

Working with Thames water for many years Rotork have a large install base of over 7,000 actuators across key Thames Water sites which include many critical applications. Rotork Site Services extends Rotork's commitment to Thames Water beyond the initial supply of new actuators to include:

- **Reactive & Planned Field Service**
- **Workshop Services**
- **Actuator Retrofit**
- **Actuator Commissioning Services**

See over page for full details.

Thames Water Technical Co-ordinator TWRM & SPP Northern Area, Kieran Downs:

"Rotork have always provided fast service response at short notice. They carry spares to overhaul assets and give recommendations to make the equipment more reliable. Their actions always get our assets back into service fast. All in all a good service which has got us out of some difficult situations."

Rotork Site Services Sales Manager, Ian Elliott:

"We look forward to continuing this succesful relationship and providing our specialist services, including the replacement of obsolete equipment with industry-standard Rotork products, retrofitting, diagnostics and preventative maintenance."

Contact for Service Call-Out

telephone 01225 733284
email serviceuk@rotork.com

Redefining Flow Control

Certification No. FM 2245

MEMBER OF BVAA

APPROVED CONTRACTOR

rotork®
Site Services

Reactive & Planned Field Service

Supported by our fully equipped service vehicles and field technicians we provide a wide range of on-site actuation services including:

- Emergency breakdowns
- Health checks
- Planned maintenance
- On-site overhaul & torque testing
- Testing & commissioning

Workshop Services

Within our fully equipped workshop our expert service engineers are on hand to provide a wide range of services for most makes and types of electric, pneumatic and hydraulic actuators including:

- Fault diagnosis
- Overhaul & repair
- Torque/thrust testing & certification
- Reverse engineering
- Comprehensive spares holdings

Actuator Retrofit

As part of the world's leading actuator group we have a product to suit any application, whether motorising manual valves or replacing obsolete products, we cover it all:

- Design utilising latest 3D techniques
- Mechanical/Electrical Interface
- On-site installation & commissioning
- Backup and support
- Hazardous areas

Agreed Service Levels

Response times have been agreed for all aspects of service provision including:

- Quotations for products and services
- Site Surveys and reports
- Site Service visits
- Emergency Site Service visits
- Technical Site Support visits

Rotork Site Services UK Contacts

Site Services Support
Emergency Call-Out

tel 01225 733284
email serviceuk@rotork.com
Out of hours tel 07831 277053

Workshop Services
Workshop Overhaul, Repair and Upgrades

tel 01225 733267
email Matthew.Williams@rotork.com

Site Technical Support
Telephone Technical Support and Site Visits

tel 07831 277053
email Timothy.Williams@rotork.com

Quotations for Actuators and Retrofit Adaption
Stand-Alone Actuators

tel 01225 733470
email Tanya.Roy@rotork.com

Framework Actuators including Retrofit Adaption, Site Surveys

tel 01225 733230 / 733237
email Joe.Edwards@rotork.com / Neil.Bennet@rotork.com

A full listing of the Rotork sales and service network is available on our website.

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