

**VALVE SERVICES**

# Emergency Response: The Cornerstone of Our Values



By Marti Pohl, Director of Valve Services

Being available and responsive to all of our customers 24/7/365—for any type of service request—is part of our DNA. Our factory-trained technicians can diagnose, repair, or replace whatever our customers need, even if those repairs are for a brand that Experittec does not represent. This customer service mindset is inherent of our culture and part of the intensive training required to become an Experittec technician. Our ultimate goals as an organization are to become your trusted partner and optimize your plant's performance.

*It is not uncommon for us to receive a call at 2AM, be at the client by 5AM, and have a plant back in service by 7:30AM. While we cannot guarantee this quick of a fix for everyone, we aim to reach every corner of our territory in less than one day. Whenever possible, we deploy our most skilled, most senior resource because we know what it takes to service our customers—and the value that level of service brings to your business.*



## We're the OEM

### Uniquely Positioned to Manage Risk and Optimize Performance

Repairing and maintaining highly engineered critical valves is serious business. We provide premium, highly engineered products, quality parts, and warranties to protect your investment. Third parties may offer similar-looking parts, but they often do not perform as advertised and can place your plant at unnecessary risk. Our access to all Emerson construction detail data provides a powerful advantage when troubleshooting your valves—giving us insight into the engineering of the product itself and its repair or modification history. With these blueprints in hand, we can address your repairs better and faster than anyone.

## We Have Dedicated, Certified Specialists

### With Extensive Training and Knowledge of Your Applications

Shutdowns can mean loss of revenue, dissatisfied customers, the inability to meet timelines, or dealing with severe environmental or safety issues. No single plant can possibly hire all of the specialists required to meet these demands. That's why you need a trusted partner who can be there at a moment's notice—prepared with the appropriate resources, knowledge, and parts. Since many of our technicians are senior level, they not only have a great amount of expertise, but in most cases a long history of familiarity with your applications. At a time when many of our customers are experiencing a reduction of personnel, we have increased our team and stepped up our support capabilities.



## Our People Are Second to None

### With an Unwavering Commitment to Quality & Success

The reason we can make this statement with such confidence is the praise we hear from our customers. Every one of our technicians embodies our core values to be driven, positive, and collaborative. Each individual is carefully recruited, developed, and extensively trained for the long term—at the factory and in the field—to service all types of valves and actuators. No matter the challenge, you can rely on the Experitec team to efficiently and effectively diagnose, repair, or replace your valves and related devices in order to keep your plant running smoothly and safely.

## Why Customers Choose Experitec



**We're the OEM**



**Dedicated, Certified Specialists**



**Our People Are Second to None**



**Emergency Response: 888-268-6437**

Experitec has served the industry for over 100 years, partnering with its customers to gain competitive advantages and unlock the hidden potential in their facilities. By optimizing operator and control performance, improving asset reliability, creating safer places to work, and helping clients reach their environmental and sustainability goals, Experitec is dedicated to achieving positive outcomes for the businesses it serves. Our unique long-term partnerships with Emerson and others enable us to connect customers with innovative technologies, subject matter expertise, and 24/7 lifecycle support and engineering services. As employee owners, the Experitec team is eager to partner with you on your next automation or reliability project in a positive, driven, and collaborative way. We have local offices in St. Louis, MO; Kansas City, MO; Memphis, TN; and Decatur, IL; as well as warehouse and service locations in the surrounding areas.

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