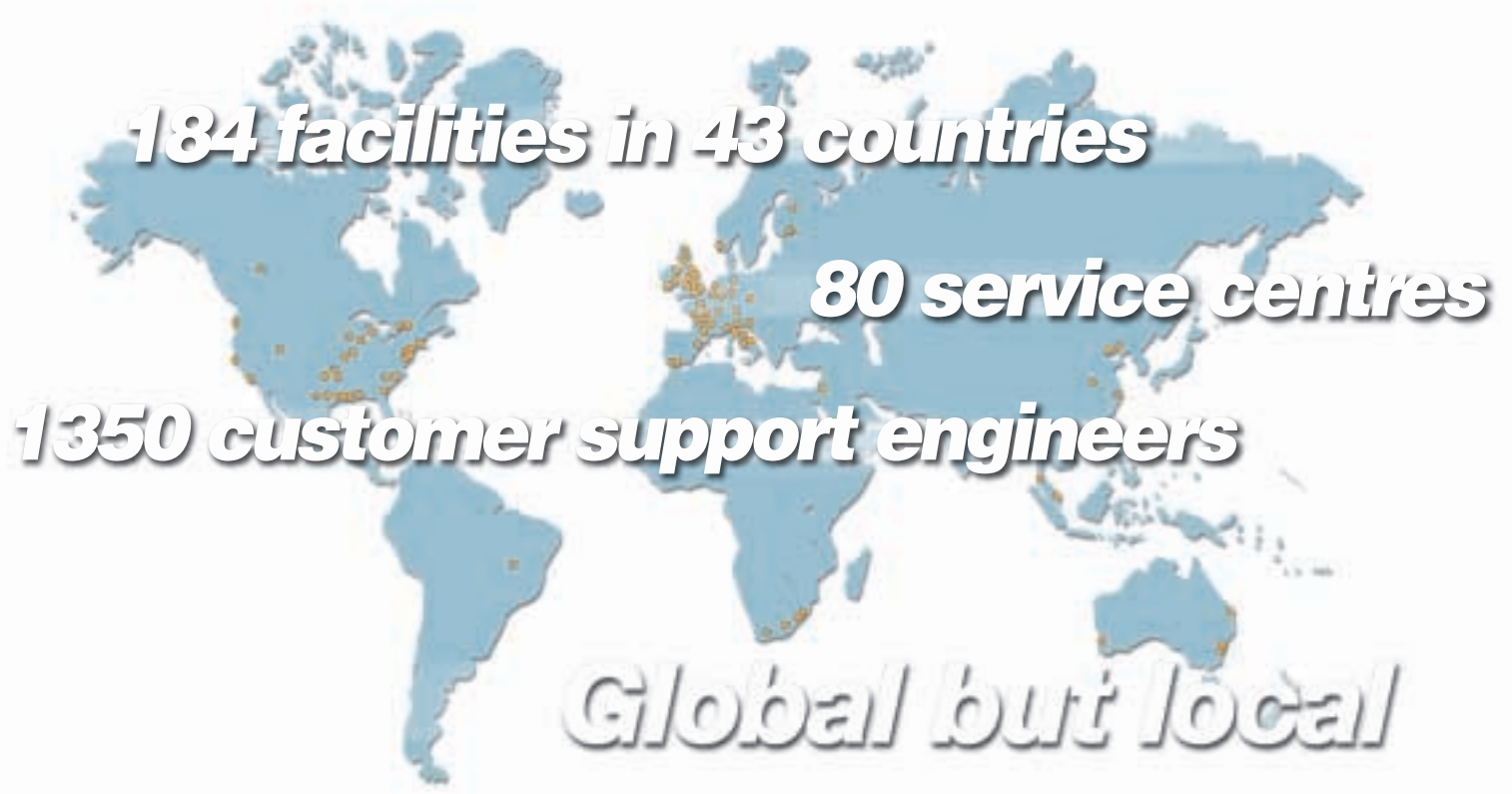


**Global Service and Support**



## **GLOBAL SERVICE AND SUPPORT – WHEREVER YOU NEED IT**

As the leading global provider of engineered sealing technology, John Crane creates sealing solutions which increase operational reliability and reduce the total cost of ownership for the client.

The company has many notable achievements to its credit, from the creation of the world's first elastomer bellows seal in 1940, to the recent introduction of its innovative LaserFace™ sealing technology. While customers now expect this progressive approach from John Crane, they also rely on the unparalleled level of service which the company provides.

Outstanding flexibility, unrivalled technical capabilities and a partnership approach to customers combine to create this comprehensive service capability. And John Crane's global network of service centres and support engineers means that access to it is only ever a phone call away.

No matter what the application or its location, customers know that there is always a local John Crane representative on hand. This creates the rapid turnaround times, greater reliability and reduced downtime they expect from the true market leader.

## BRINGING EXISTING EQUIPMENT BACK TO ITS BEST

Central to the successful operation of any seal are those components most vulnerable to wear and tear. Once they begin to wear, the overall efficiency of the seal will suffer. Peak performance can often be restored by rebuilding key components rather than replacing them. This must be done by qualified and experienced personnel, and this service is exactly what John Crane provides.

Using the most advanced test and refurbishment facilities, John Crane rebuilds components and restores seals – whether wet or gas – to their peak. Customers benefit from longer operating life, extended periods of peak performance, rapid turnaround times and reduced inventory costs.

Yet quality is always maintained. John Crane's own quality approval standards are integrated with customers' own initiatives to ensure that the same high level of repair and refurbishment is provided every time.



## HELPING CUSTOMERS MAKE THE GRADE

John Crane's extensive upgrade and conversion services reflect its aim of providing a comprehensive sealing solution to every customer.

The company has the knowledge, skills and resources to upgrade a seal installation in whichever way the customer wishes. Even the most basic packed gland seal can be converted to its advanced, mechanical counterpart.

Yet John Crane goes far beyond this, taking great care to understand the intricacies of each individual application before advising on the most appropriate upgrade or conversion option.

Advanced technologies, such as 'tagging' individual seal cartridges are used to speed future upgrades and maintenance.

The resulting service provides each customer with increased reliability, reduced maintenance and far greater mean time between failure (MTBF), all of which can dramatically reduce the lifetime cost of ownership.

## INTERFACING SERVICE CAPABILITIES WITH THE LATEST TECHNOLOGY

John Crane uses advanced computer technology such as its highly effective Interface™ reliability management software. Developed by John Crane's own specialists, this software approaches service provision with the aim of adding value for the customer by increasing the ease and efficiency with which they can manage their rotating equipment reliability programmes.

It incorporates many reporting tools – including both root cause failure analysis systems and MTBF tracking mechanisms – which provide the necessary data to create accurate pictures of performance and reliability. This allows improvement programmes to be created, implemented, and subsequently

monitored on a continuous basis. Other proprietary John Crane engineering tools assist customers in selecting, designing and implementing the most appropriate sealing solutions. These tools undergo constant refinement in order to embrace new material and tribological developments, and are supported by John Crane's global application database which provides extensive background information drawn from experience.



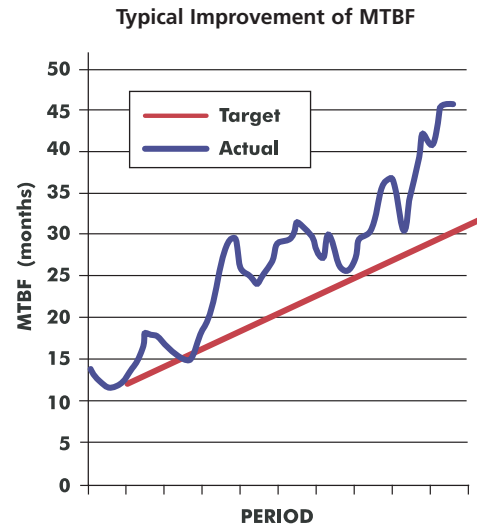
## SETTING A NEW GOLD STANDARD FOR OTHERS TO FOLLOW

Nothing demonstrates John Crane's commitment to customer support more clearly than Gold Service. Provided free to all seal repair and service customers, it represents a significant addition to the company's service offering.

Typifying John Crane's partnership approach to customer support, Gold Service provides a framework for enhanced customer relationships which aims to increase reliability and lower cost of ownership. John Crane monitors the customer's repair and servicing requirements and then uses Root Cause Analysis techniques to identify problem areas, suspect equipment and operational errors. Remedial action can then be considered, including specialist training which John Crane can provide for the customer's own staff.

An optional feature allows seal components to be standardised, via a continual upgrade process, simplifying the spares inventory maintenance task. Customers can also utilise a service exchange system (accessible via e-business channels) whereby whole seals are

replaced – rather than individual components – when due for servicing, thus cutting spares inventory costs even further.



## RAISING THE STANDARDS

In an effort to constantly improve standards, John Crane subjects its customer service activities to the same exacting attention as other activities.

- A rolling international programme for service activities sets demanding benchmarks
- These include quality management systems which measure adherence to ISO 9001
- Continuous improvements in line with updates by the certifying body
- The internationally recognised ISO 14001 standard provides targets against which the environmental impact of John Crane initiatives can be measured
- These initiatives include programmes to reduce water usage, carbon dioxide emissions and waste to landfill
- Health and safety standards are also constantly improved, and this has particular impact on service personnel who work remotely from their own bases
- The internationally-adopted Occupational Health and Safety Assessment Series (OHSAS) 18001 specification is also being increasingly adopted along with a new computerised auditing system which benchmarks the health and safety elements of John Crane sites



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For your nearest John Crane facility, please contact one of the locations above.

If the products featured will be used in a potentially dangerous and/or hazardous process, your John Crane representative should be consulted prior to their selection and use. In the interest of continuous development, John Crane Companies reserve the right to alter designs and specifications without prior notice. It is dangerous to smoke while handling products made from PTFE. Old and new PTFE products must not be incinerated.

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**B-Service/Eng**

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