



We exist to transform infrastructure for a healthy, thriving planet

Avoid Shutdown Anxiety

Planning for your plant shutdown is a time consuming and risky business. Setbacks can be costly, resulting in unplanned downtime and charges for labour and materials. Armour Valve can help reduce planning work, eliminate premiums, and free-up your time and budget for other activities.

Excess inventory, unplanned overtime, and significant expediting premiums need not be a concern at the end of your next shutdown. Instead, access the goods you need, when you need them, and only pay for what you use with Armour Valve's **Shutdown Lockbox**. This risk-free consignment inventory of new valves and parts, shipped to your site in a lockable box, is the perfect solution to your shutdown anxiety.

Customers use our risk-free Shutdown Lockbox to ensure access to critical equipment without overspending on excess inventory and expediting premiums of 15-20% or higher for rush orders.



Shutdown Lockbox

Armour Valve offers a short-term consignment of valves and replacement parts that can help you to prevent overspending on equipment that is critical to your shutdown. You use the valves and parts that are needed during shutdown and return the remaining items to Armour Valve without incurring a restocking fee.

For more information about how Armour Valve can help you to extend product life and simplify materials planning, contact CustomerCare@armourvalve.com.

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Prepare for a Smooth Shutdown

You want your next shutdown to go smoothly, and that means ensuring that sufficient materials, including inventory for contingencies, are easily available to your maintenance team. Because your requirements may vary for each shutdown, an Armour Valve Customer Care representative works with you to identify the right mix of valves and replacement parts required to support your immediate shutdown needs.

We consistently receive high marks for customer satisfaction; 95% in 2021, 97% in 2020, 98% in 2019.

Armour Valve's Annual Customer Satisfaction Survey

Our Complete Range of Customer Care Services

Armour Valve offers a range of complimentary and preferentially-priced services to valued customers. To find out if you qualify for our Customer Care program, contact us at CustomerCare@armourvalve.com.

| Service | Complimentary | Fee-for-Service | Overview |
|-------------------------------------|---------------|-----------------|--|
| Annual Valve Health Check | X | | Visual inspection to identify signs of wear and options for improving operation and extending service life. |
| Materials Planning Support | X | | Recommendations for spare parts stocking and reorders. |
| Fixed-Price Contracts | X | | Fixed-price contracts for guaranteed stock/availability. |
| Hands-On Valve Training | | X | Hands-on instruction in valve inspection, disassembly, parts replacement, seat refacing, reassembly, and more. |
| Shutdown Lockbox | | X | A lockable box of Conval valves and parts to ensure a smooth shutdown. |
| Conval Service Tool Kit | | X | Complete kits for servicing each Conval CLAMPSEAL® valve size code. |
| Comprehensive Repair and Testing | | X | Restoration and testing of entire skids of valves and parts in fully-equipped, ISO 9001 repair shop. |
| Expert Field Maintenance and Repair | | X | Field repair and shutdown support service delivered by factory-trained and certified service technicians |



Armour Valve

www.armourvalve.com
ISO 9001 Certified

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