

AFTER SALES SERVICE & MAINTENANCE

SAMSON



Solutions

for your industry

SMART IN FLOW CONTROL

SERVICE AND MAINTENANCE

24 HR Service & Maintenance Line
281.383.9859



FIELD SERVICE AND REPAIR

Our experienced field technicians are trained and certified to diagnose, service and repair on-site on all SAMSON products. All technicians are fully trained and knowledgeable on safety protocols for visiting customer facilities.

Our technicians perform all types of valve service related work including:

- Seal replacements for external leaks
- Packing replacements or adjustments
- Fugitive emissions reductions to valves
- Trim replacements
- Retrofitting or modifications to accessories or actuators
- Diagnosing and correcting electronic devices

Shutdowns, Outages or Turnarounds:

- Pre-outage planning and walkdowns
- Spare part management
- Calibration, Repair, and Overhaul
- Factory trained technicians
- Technical Support
- Project Management
- Startup and Commissioning

IN-HOUSE SERVICE AND REPAIR

Our in-house facilities provide pick-up and delivery within the local radius of the centers. They are equipped to handle Class A and standard repair for control and on/off valves for all SAMSON Group products.

- Pick-up and delivery within local radius of centers
- Class A type repair
- Clean and tear down
- Sandblasting or glass bead blasting
- Machine parts
- Full repairs and replace with new parts
- Reassemble and recalibrate valves and accessories
- Painting
- Perform leakage test
- Positive Material Identification (PMI)
- Standard repair and maintenance

Locations:

- Baytown, TX
- Geismar, LA
- Cleveland, TN
- Woodridge, IL

24 HOUR SERVICE & MAINTENANCE LINE

As a part of the SAMSON After Market Strategy to provide local support across North America, we service all SAMSON Group products. Our technicians can also train maintenance staff on SAMSON products. Service centers are responsible for all product returns, sale of spare parts, and warranty claims. SAMSON provides service facilities strategically located across North America.

DIAGNOSTICS

SAMSON's diagnostics functionality is found embedded in the smart valve accessories rather than in external software allowing for continuous monitoring of device performance even when communication is not active. SAMSON diagnostics address influences from several factors in order to detect issues with valve stroke, actuator force, drive pressure, air supply, process leakage, abrasion, and friction. Alerts, warnings, and alarms are shown on the device in the field as well as on the control system (i.e., DCS or PLC). For more in-depth diagnostics analysis the SAMSON's TROVIS VIEW software is a standalone control valve configuration & diagnostic software tool. Alternatively, any device, standalone software tool, or control system that works with an industrial communication protocol (i.e., HART, Profibus, Foundation Fieldbus, etc.) can be used to view the more in-depth diagnostic analysis.

In addition to the integrated device diagnostics above, SAMSON offers their Profiler control valve test system for a detailed analysis on the entire control valve assembly of any control valve. This control valve test system consists of hardware including sensors for measuring pressures, travel, and input / output signals as well as software. With the SAMSON Profiler control valve test system, the control valve accessories do not require any diagnostics functionality or communication protocol. A simple automated valve with a solenoid valve or an analog positioner can be tested. The results of these tests can provide the control valves' current health (e.g. birth certificate or health checkup), verification of achievement of operational parameters , and / or the ability to optimize control performance.

START-UP & COMMISSIONING

We can ensure your equipment is properly installed, calibrated, and configured and ready to startup after new construction or after a shutdown or turnaround.

QUALITY

- To keep your plant running at its best, we offer only QUALITY OEM Parts designed and manufactured by SAMSON.
 - Only SAMSON certified parts provided by authorized SAMSON locations meet our strict requirements for design, materials, and tolerances.
 - SAMSON Quality Standards and our QC procedures are some of the most rigorous in the industry.
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TRAINING

- Instructor led - virtual educational seminars, hands-on training of routine maintenance, e-courses and custom trainings
- Products: Control valves, Control valve instruments, Actuator, Regulators, Controllers
- Locations: SAMSON Training Center, SAMSON satellite repair center, Onsite at your facility
- Levels/Paths: Engineering, Technician, Diagnostics, Sales
- Course advisor available for custom curriculum

INTELLIGENT VALVE ENGINEERING

SAMSON

PFEIFFER · RINGO · SED · STARLINE · VETEC
AIR TORQUE · CERA SYSTEM · LEUSCH

SAMSON's technology has proven its value world-wide in a variety of industries. We are trusted in many of the world's most challenging applications to achieve precise control with a high level of safety and reliability.

We offer engineered solutions from a single source. With our extensive range of valves, actuators, and accessories we have the right products to suit your requirements.

Our linear and rotary control valves are equipped with SAMSON positioners that allow seamless integration into process control systems.

Continuous investment in research and development allows us to stay at the cutting edge of technology. With over 100 years of experience and expertise, you can count on SAMSON to provide a robust solution for your application.

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