



Specialist for Pumping Technology



SERVICE CENTERS
GLOBAL SERVICE NETWORK

Your trusted partner in service

Regardless your industry size or experience, you need to feel taken care of in an effective and professional manner. That is why you need a partner who offers you more than just equipment... fast, reliable operational service on-site, parts replacements and expert consulting are also essential.

Professionals that know your equipment

Our team of knowledgeable technicians and service specialists delivers the highest quality service the industry has to offer. We partner with you, helping you be productive by increasing uptime, enhancing performance and supporting your individual needs. Our services are fast and effective, helping you restore your operations quickly.

We are on-call 24/7, throughout the year, to support you with installation, commissioning, maintenance, troubleshooting, and any kind of emergencies. Our certified service engineers can provide both on-site repair and workshop repair services, supported by our extensive stock of OEM parts.

Supporting you with ease and simplicity

Our state-of-the-art Service Centers have the specific expertise, tools, technical capabilities and quality assurance processes in place to ensure the service work meets Ruhrpumpen's highest level of quality and customer satisfaction.

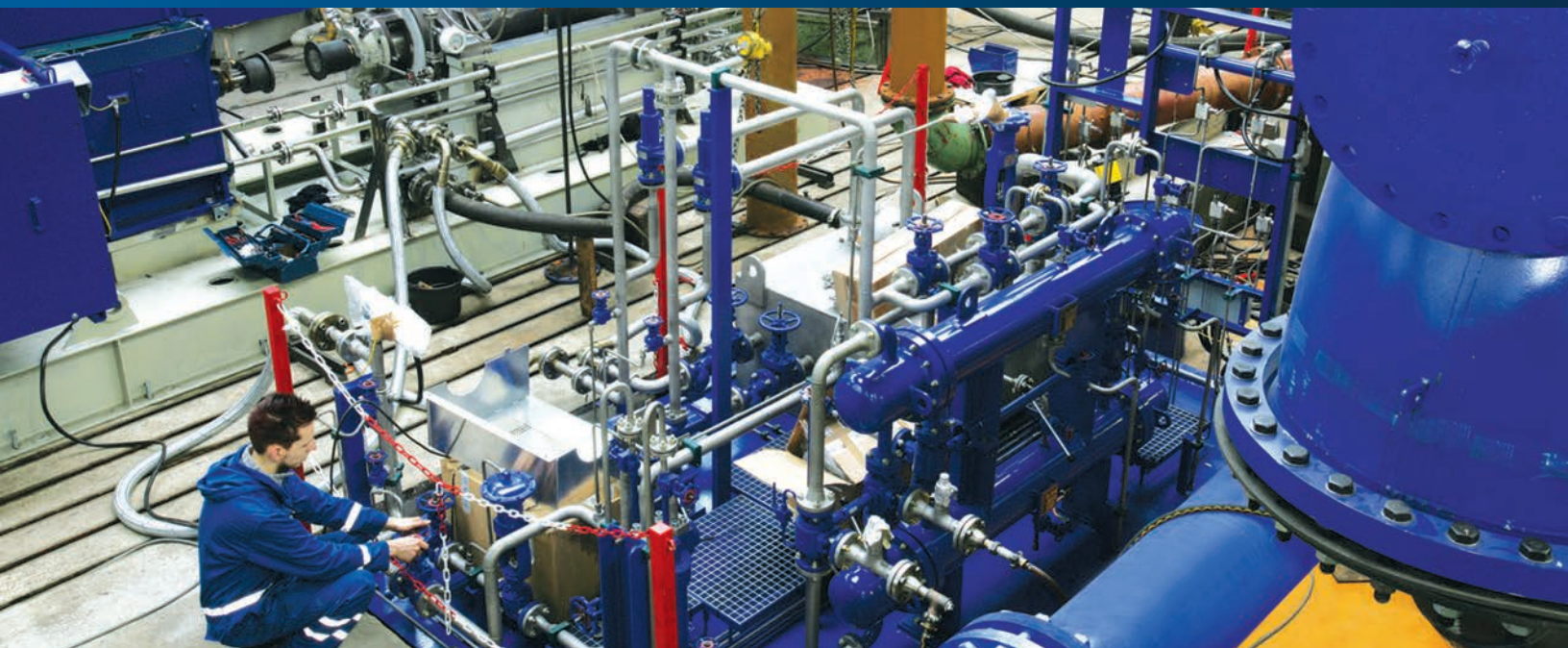


We provide a single source for all your pumping service needs:

- Predictive, preventive and corrective maintenance services for all types of RP and non-RP pumps.
- Upgrade of equipment performance and materials to meet changing process requirements.
- Tailored engineering solutions.
- Highly skilled field service technicians for overhauls, installation and commissioning, machinery diagnostics and troubleshooting.
- Upgrade, Reconditioning & Retrofit.
- Spare parts replacement.

Benefits:

- World-wide service infrastructure
- Best-in-class aftermarket support and service
- Qualified, quick and cost-efficient repairs
- Specialists with long-term experience
- Cut maintenance costs and downtime
- Short delivery times



Engineering Services

- Vibration analysis
- Material recommendations
- Pump selection
- Upgrade support
- Failure analysis
- Performance testing
- Liquid penetrant examination
- Magnetic particle examination
- Radiography and x-rays

Service and Repairs

- Complete overhaul including welding and machining
- Competitor pump upgrades and refurbishments
- Re-bowl of vertical pumps
- Cryogenic pumps repair services
- API latest edition retrofits of horizontal and in-line process pumps
- Polymeric coating solutions to improve efficiency and reduce operating costs
- Hydraulic Delayed Coking component repairs and replacement equipment
- Repair of Byron Jackson submersible pumps in our Service Center in Hampton, USA

Industries and Applications Served

Power Generation:

- Condensate
- Boiler feed
- Circulating water
- Intake
- Service water

Oil & Gas:

- Charge pumps
- Process equipment
- Loading/Unloading
- Pipeline
- Decoking equipment

- Chemical processing
- Water and Wastewater
- Municipal systems
- General industry
- Cryogenic

GLOBAL SERVICE NETWORK

USA, Tulsa, OK

4501 South 86th East Ave.
Tulsa, OK, 74045
☎ +1 (918) 624 2464

USA, Hampton, VA

2305 56th Street
Hampton, VA, 23661
☎ +1 (757) 325 8484

USA, Baton Rouge, LA

11330 Industriplex Blvd.
Baton Rouge, LA, 70809
☎ +1 (225) 753 6848

USA, Houston, TX

10010 Gulf Fwy
Houston, TX, 77034
☎ +1 (713) 910 2225

Mexico, Monterrey

Niquel No. 9204, Ciudad
Industrial Mitras, Garcia,
Nuevo Leon, CP 66000
☎ +52 (81) 8158 5500

Mexico, San Luis Potosi

Acceso Norte #280 Int. 4, Col.
Barrio de Tlaxcala, San Luis
Potosi, S.L.P., CP 78030
☎ +52 (444) 812 1000

Mexico, Coatzacoalcos

Av. del Puente #157, Col.
Las Americas, Coatzacoalcos
Veracruz, CP 96480
☎ +52 (921) 214 4636

Colombia, Bogota

Celta Trade Park #83 & #93,
Aut. Bogota-Medellin Km. 7,
Bogota, Colombia, C12098
☎ +57 (1) 743 9090

Chile, Antofagasta

Av Pedro Aguirre Cerda
15700 Megacentro Bodega
10-B, Antofagasta, 1240000
☎ +56 (2) 2232 8475

Chile, Santiago

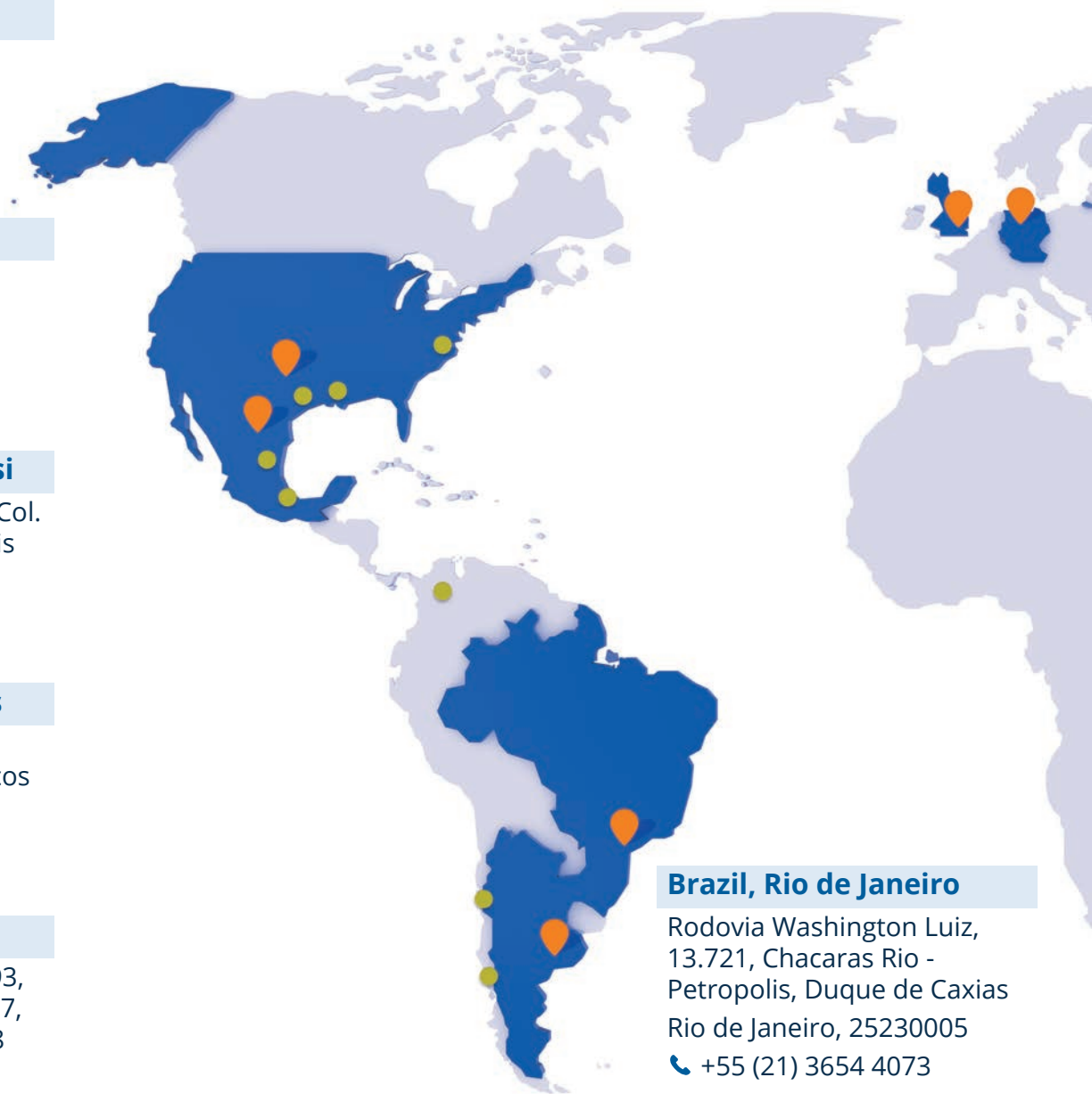
Calle Nueva 1661-E,
Huechuraba, Santiago
☎ +56 (2) 2232 8475

Brazil, Rio de Janeiro

Rodovia Washington Luiz,
13.721, Chacaras Rio -
Petropolis, Duque de Caxias
Rio de Janeiro, 25230005
☎ +55 (21) 3654 4073

Argentina, Buenos Aires

Le Corbusier #240,
Pablo Nogués, B1616AEF
Buenos Aires, Argentina
☎ +54 (11) 4463 3000



UK, Lancing

22 Commerce Way, Lancing
Business Park, Lancing, West
Sussex, BN158TA, UK

☎ +44 (0) 1273 956 410

Germany, Witten

Stockumer Str. 28, Witten,
Germany, D-58453

☎ +49 2302 661 366

Russia, Moscow

Ulitsa Razina 8, Solnechnogorsk,
Moskovskaya oblast', Moscow,
141504

☎ +7 495 604 4606

China, Changzhou

29 Baotashan Road, Xinbei Area,
Changzhou, Jiangsu, 213133

☎ +86 (519) 8988 9199

India, Chennai

Plot No. G-33, SIPCOT Industrial
Park, Vallam Vadagal, Chennai,
Tamil Nadu, 60210

☎ +91 44 3322 9900

Egypt, Suez

Salah Nessem St. Cross
Suez, Egypt, 43511

☎ +20 (62) 336 5557



Service Agreement Countries

We also provide the best service through our service agreements in the following countries:

- | | |
|---------------|----------------|
| ■ Australia | ■ Pakistan |
| ■ Canada | ■ Qatar |
| ■ Kuwait | ■ Saudi Arabia |
| ■ Netherlands | ■ Singapore |
| ■ Norway | ■ Venezuela |

Field Service

Ruhrpumpen's Field Service Engineers will mobilize immediately to ensure your downtime is as short as possible. Available for worldwide assignments, our specialists can dispatch within 24 hours. Offerings include:



Reliability Engineering

Support troubleshooting vibration, hydraulic, and other performance issues at your site. Advise in corrective and preventive maintenance, and coordinate with Ruhrpumpen factory, service center, and engineering resources to advise in achieving the best possible performance of your pumping equipment.



Field Technicians

Push / pull services for your equipment. Our craftsmen can support rigging, assembly, field machining, alignment, and startup.



Project Management

Turnkey project support to plan your installation and upgrade projects, including, but not limited to scheduling, tooling, craft labor, engineering, quality assurance, and logistics.

Experience includes:

- **Cryogenic** - From LOX / LIN pumps and turbines in Louisiana, USA, and Nanjing, China, to Dense Fluid Expanders in Saudi Arabia, recognized worldwide as simply the best commissioning support and field service.
- **Utility Power & CO-GEN** - Raw water supply to high volume circulating cooling, to HP vacuum condensate pumps.
- **Oilfields** - On-site analysis and repair of offshore rig firewater pumps.
- **Airline Refueling** - Performance upgrading completed on-site.
- **Hydro Power** - Vertical turbine commissioning and repair.
- **Refinery & Pipeline** - On-site repair of multi-stage boosters and mainline pumps.
- **Chemical** - On-site analysis, repair, and rebuild of propylene transfer pumps.



RP Service Center in Houston, TX.

Reverse Engineering

Focused in customer needs, Ruhrpumpen has the capability to perform reverse engineering. This expanded offering provides customers with an alternative source of spare parts when high costs or obsolescence become a problem.

Ruhrpumpen's **REAP Division** (Reverse Engineering Aftermarket Parts) has engineering and modeling experts that can replicate broken or worn pump parts for any pump model regardless of the manufacturer. Using the latest technology in solid modeling software and coordinate measuring machines, our engineering team will provide a new part that can meet or exceed the original performance.

Thanks to our combined experience in the pump industry and in the reverse engineering field, we are able to manage and offer:

- Casting projects ensuring quality with pattern inspections.
- First article casting inspections and finish machining checks.
- On-site reverse engineering services during maintenance outages, so the part never leaves the plant.



Nuclear Service Center

In response to customers' growing needs for new and better solutions for their nuclear pump needs, Ruhrpumpen with a fully equipped **Nuclear Service Center in Hampton, VA, USA**.

This state-of-the-art service center supports nuclear utilities by providing new pumping equipment, and a full range of aftermarket services, such as: spare parts, repairs, and upgrades for safety-related and pressure boundary equipment found in nuclear plants.





Ruhrpumpen's **Nuclear Quality Assurance** Manual supports work on equipment of the highest pedigree. Our audited program meets the requirements of 10 CFR 50 Appendix B, ASME BPV Code, and NBIC.

- **N Stamp Certificate Number N-4433** for the construction of Class 2 & 3 pumps and piping systems.
- **NPT Stamp Certificate Number N-4429** for the fabrication, with or without design responsibility, for nuclear appurtenances and supports.
- **NR Stamp Certificate Number 111** for repair and replacement activities for nuclear items performed in accordance with National Board Inspection Code (NBIC) and American Society of Mechanical Engineers Boiler and Pressure Vessel Code (ASME BPV Code).

+65 years creating the pumping technology that moves our world

Ruhrpumpen is an innovative and efficient pump technology company that offers highly-engineered and standard pumping solutions for the oil & gas, power generation, industrial, water and chemical markets. We offer a broad range of centrifugal and reciprocating pumps that meet and exceed the requirements of the most demanding quality specifications and industry standards such as API, ANSI, UL, FM, ISO and Hydraulic Institute.

Ruhrpumpen Plants

-  ARGENTINA, Buenos Aires
-  BRAZIL, Rio de Janeiro
-  CHINA, Changzhou
-  EGYPT, Suez
-  GERMANY, Witten
-  INDIA, Chennai
-  MEXICO, Monterrey
-  RUSSIA, Moscow
-  UK, Lancing
-  USA, Tulsa

-  Manufacturing plant & service center
-  Service center