



Oman Certified Service Center

Flowserve repair, engineering and reliability services for valves and actuation



Experience In Motion



Prompt response from our Omani partner

The Flowserve Certified Service Center (CSC) in Oman enables you to maximize your plant uptime and profitability anywhere in Oman. Our exclusive partnership with Nadhira Enterprise LLC in Sumail provides support when you need it for time-sensitive parts or repairs, reliability-based upgrades, or in-depth engineering analysis.

In addition to providing fast and dependable local support, the CSC in Oman is a symbol of commitment from Flowserve to support the In-Country Value (ICV) initiative from the Omani government for improved business development, human capability development and productivity in the Omani economy.

The valve and automation technicians and engineers at Nadhira are available to help you keep your flow control equipment and plant operating at peak condition. As a Flowserve Certified Service Center, Nadhira is an independent Omani company with a team trained, audited and certified to execute repairs of Flowserve products with the same levels of quality and performance as a Flowserve wholly owned repair center.

Expertise when and where you need it

The service technicians and application engineers at Nadhira are flow control experts, trained by Flowserve and certified to use our testing, templates and procedures. As a leading valve and actuation manufacturer, Flowserve has the resources to turn around any repair or remanufacturing project quickly, including plant shutdowns. Nadhira specializes in repairing and upgrading automated valve packages — regardless of type or original equipment manufacturer (OEM) — to extend service life and improve performance.

Nadhira has invested in machining equipment and a comprehensive inventory that equips them to respond rapidly to your service needs. As a result, Nadhira can provide same-day delivery of standard parts in Oman. Plus, special parts can be delivered in days — instead of weeks.

On-site and workshop services in Oman

- Actuator and gearbox repair
- Corrective and preventive maintenance solutions
- Cryogenic valves
- Fabrication, installation and repairs
- Safety valve lapping and calibration
- Sealing clamps
- Shutdowns, commissioning and startup support
- Valve engineering and consultation
- Valve testing and calibration
- Training for your technicians

Industries we serve

- Chemical
- Fertilizer
- Food processing
- Mining
- Oil and gas
- Petrochemical
- Pharmaceutical
- Power generation
- Pulp and paper
- Steelmaking

Flowserve quality, regardless of equipment type or brand

At the Flowserve CSC in Oman, we repair control, quarter-turn, automated and manually operated valve packages from all major manufacturers. We use OEM parts on all repairs — regardless of brand — so you can rest assured your valve assembly will be restored to its original specifications. If OEM parts cannot be sourced within your critical time frame, we can work with you on alternative solutions to meet your plant's deadlines.

Services for all valve types

We also specialize in repairing out-of-the-ordinary valves, such as: gate, globe, check or motor-operated valves. We can help, even if your valve is obsolete or its parts are hard to find.

Valve automation center

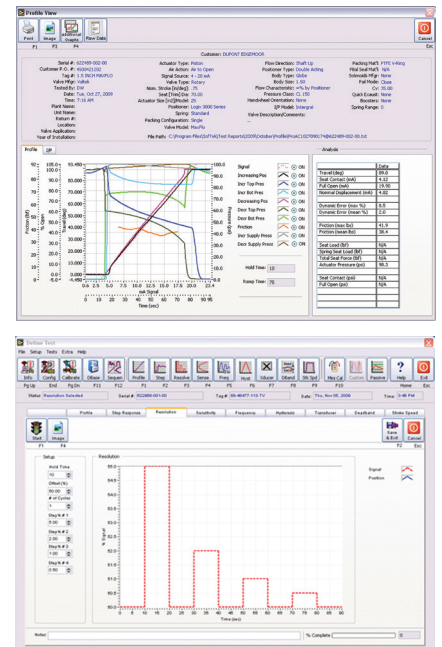
The Flowserve CSC in Oman includes a state-of-the-art, fully equipped valve automation center to support the Flowserve automation range of valves and other third-party valve solutions. To support the ICV initiative, the valve automation center is operated by fully trained local engineers and technicians.

Performance testing and certification

Prior to shipment, all new and repaired control valves are performance tested using the Profiler™ valve diagnostic system. Each valve is stroked, seat leak tested, hydrottested and quality tested to industry standards.

Vital data for each valve is recorded, providing easy access for future reference. A copy of the diagnostic test results is available to the customer upon completion of the project.

This technology also enables us to run diagnostic tests on your valves in the field. This can help us identify problems that can be fixed in the field and help you avoid costs.



Four-point quality check

All repaired valves, regardless of manufacturer, will undergo the following quality assurance checks:

1. Reassembly with OEM parts
2. Complete diagnostics test and birth certificate
3. As-received and as-built condition documentation
4. Data and photo entry into the asset management tool

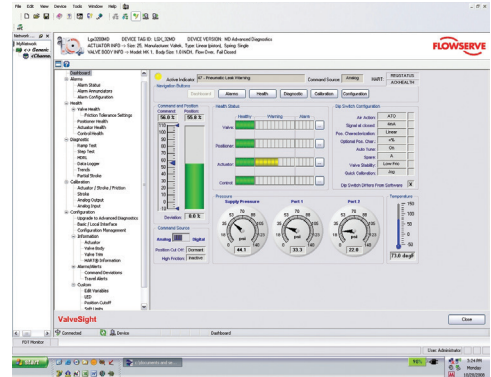
Improve your bottom line with predictive diagnostics

Across Oman, plant managers know that safety and environmental considerations are just as important as performance and productivity. In collaboration with Nadhira, you can implement proactive maintenance strategies that improve output and lower costs without sacrificing safety and reliability.

Manage your assets proactively

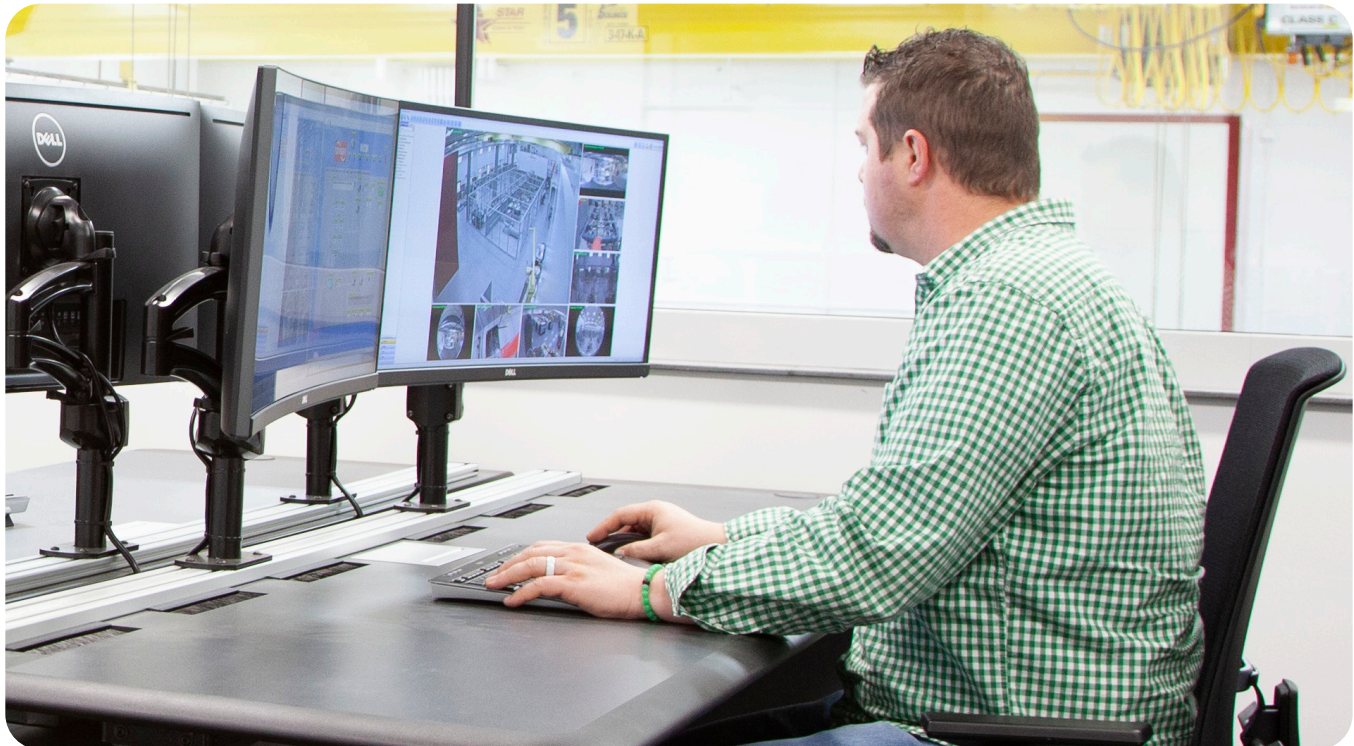
ValveSight™ diagnostic software from Flowserve helps you become more proactive. Powered by an intelligent diagnostic engine, ValveSight constantly monitors the valve, actuator, positioner and control signal and provides actionable advice when a problem is detected. Issues can be addressed before they threaten performance, productivity, safety or the environment. ValveSight will help you:

- Focus on device health, not alarms. Alarms can be confusing and difficult to interpret. ValveSight translates alarms into an overall assessment of health, so you don't have to.
- Understand “why,” not just “what.” ValveSight helps you to identify root causes, not just symptoms, so you can fix the problem the first time.
- Be proactive, not reactive. ValveSight will help you identify steps that can be taken now to keep your process running better and longer.



Easy to integrate and highly compatible

ValveSight software can be seamlessly integrated into any FDT/DTM-compliant host control or plant asset management system. It also can be easily retrofitted onto your control valves, including valves from a third-party manufacturer. The Flowserve CSC in Oman can help with implementation.





Local resource for upgrading to digital positioners

Plant managers considering a conversion from analog signal control to digital technology can consult with Nadhira application engineers to plan and implement the re-instrumentation of all major third-party control valves and positioners.

Available with a broad range of mounting kit designs, Flowserve digital positioners, like the Logix™ 3800 positioner, can be easily adapted to third-party control valves as well. Predictive algorithms continuously monitor the health of the valve and actuator to reduce undetected failures. Partial stroke testing allows in-process testing locally, remotely or with automatic scheduling.



Big upgrade, little downtime

The ability to draw from our own manufactured inventory and adapt to any control valve ensures repair turnaround with minimal downtime.

And to ensure we can provide rapid response in all cases, we continue to inventory parts and components for those customers still using pneumatic or analog (I/P) positioners in their facilities.

Partner for the long term with LifeCycle Advantage service contracts

LifeCycle Advantage service contracts enable Nadhira and Flowserve to partner with Omani plant operators to realize improvements in operational efficiency with measurable cost savings. Making the right investment every time is almost impossible; the risks can be daunting. The good news is you're not in this alone. From lifecycle costs and safety to equipment availability and repair, let us tackle critical equipment issues so you can focus on your core business.

A total cost of ownership approach

LifeCycle Advantage contracts focus on six key factors to ensure that long-term improvements in total cost of ownership don't come at the expense of anything else. These factors include:

1. Safety, health and environment
2. Equipment performance
3. Technical support
4. Strategic procurement
5. Inventory optimization
6. Energy management

Lasting value that fits you

We know there is no one-size-fits-all solution, so LifeCycle Advantage contracts can be structured to meet your needs. In Oman, Flowserve and Nadhira can partner with you on a program that covers a single piece of equipment, several units or a full plant. Regardless of the scope, you will see lasting improvements in reliability, safety and availability.



Inventory management

The Flowserve CSC in Oman will work with you to establish agreed-upon inventory storage and replenishment levels for standard and non-standard parts. Your benefit: manage your inventory to minimize downtime and carrying costs. Complete warehouse management services are available. Typical lead times are shown below.

Criticality	Proposed Strategy	Proposed Lead Times	Equipment Type
Emergency	Premium-priced, quick-ship parts to reach plant within desired lead times	As needed	Standard parts
		As needed	Non-standard parts
High	Store at plant at agreed levels with quick-ship replenishment	Same day	Standard parts
		Same day	Non-standard parts
Medium	Quick-ship parts to reach plant within desired lead times	20 days	Standard parts
		30 to 60 days	Non-standard parts
Low	Quick-ship parts to reach site within desired lead times	40 days	Standard parts
		60 to 90 days	Non-standard parts

Develop your workforce in Oman

Turn your technicians, operators and engineers into equipment and system experts with specialized training through the Flowserve Academy — at your plant or off-site.

Plant operators, reliability engineers, system engineers and maintenance personnel will find education and training programs designed to deepen their understanding of flow management systems. Examples include:

- Advanced diagnostics
- Fundamentals of valves, centrifugal pumps and mechanical seals
- Preventive maintenance
- Reliability of valves, pumps and seals
- Repair of valves, pumps and seals
- Root cause analysis

Courses are third-party accredited, and attendees will receive professional development hours (PDH) or continuous educational credits (CEU).

Customized training where you want it

Whether you need basic training or customized programs, Flowserve Academy offers an unparalleled global network of training experts and facilities to accommodate any request. Customers can choose location, course content and program formats to optimize human and financial resources and help deliver optimal results. Benefits for your organization include:

- Bring advanced training capabilities and certified trainers to your location.
- Send teams to our world-class training facilities equipped with classrooms and labs.
- Online training allows for self-paced study without the investment of in-person training.





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