

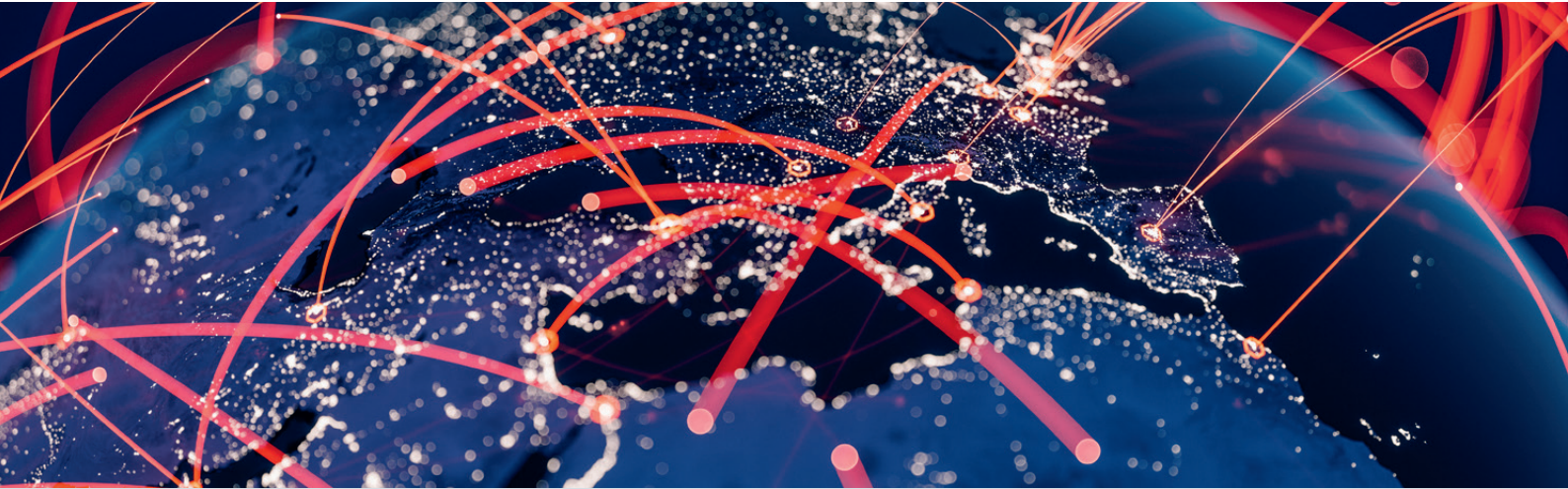
# SAM SERVICES



**You can rely on us**

**SMART IN FLOW CONTROL**

# LOCAL CUSTOMER SUPPORT ON ALL CONTINENTS



Founded in 1907, SAMSON has since become a worldwide leader in the manufacture of expertly engineered control valves, positioners and other valve accessories for all industrial processes.

SAMSON has over 50 subsidiaries, amongst them noted manufacturers of special valves, such as AIR TORQUE, CERA SYSTEM, LEUSCH, PFEIFFER, RINGO VÁLVULAS, SED, STARLINE and VETEC.

We are represented in over 80 countries to assist our customers on all continents. SAMSON's after-sales service team is capable of providing fast customer service all over the globe.

Our products are designed to function reliably in industrial processes. High system availability is the top priority. However, we cannot prevent parts from wearing out in our high-grade products after long periods in operation or due to the use of challenging process media or rough ambient conditions. In such cases, our after-sales service team can help.

Our genuine spare parts meet the same high quality standards that apply to all products made by SAMSON. Tailored spare parts kits are the basis for an efficient maintenance strategy. Our services cover all stages of the life cycle of our control equipment. They include simple troubleshooting as well as comprehensive service agreements for entire projects. We provide the services you need to ensure the availability of their plants and production processes in the long term.

## Benefit from our experience

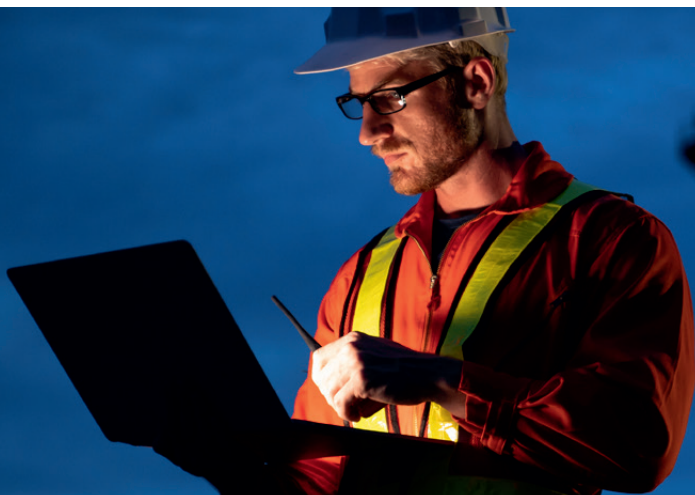
- Extensive training programs for the repair and maintenance of SAMSON products
- Start-up support
- Optimization of controlled systems to improve plant performance
- Management of spare parts, repairs and shutdowns for your plant
- Tests and simulations







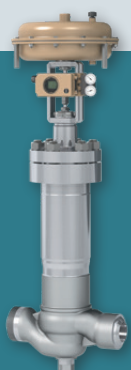
## START-UP



The start-up and commissioning of process engineering plants, systems and assets frequently involves fine-tuning to achieve full functionality under the prevailing conditions. Yet, start-up is often not so straightforward due to complex or new devices that site personnel is not yet familiar with or devices that are not easily accessible or as a result of risk-intensive applications. Our team of after-sales service experts knows all SAMSON products inside out and is familiar with the tricks of the trade to successfully complete product start-up.

### Our services:

- Start-up of systems and complex plant segments including
  - Control of tunneling machinery
  - Steam applications involving anti-surge valves
  - Cryogenic applications involving cryogenic valves, self-operated regulators and digital differential pressure meters
  - Applications in building automation
- Recently introduced innovations by SAMSON include
  - FROSTY cryogenic valve
  - Type 3251-E High-pressure Valve
  - FOCUS-1 process node



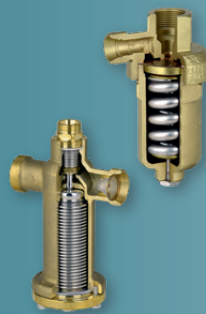
FROSTY  
cryogenic valve



FOCUS-1  
process node



Type 3591  
Anti-surge Valve



Type 2357  
Self-operated Regulator



Tunneling machine  
control



# OPTIMIZATION



Your plant is up and running. Yet, on closer inspection, you are not satisfied with plant performance or the installed valves are wearing down too quickly? The problem often lies in the incorrect valve sizing. Valves that are sized too large or too small remain in their end positions most of the time. Our after-sales service team can support you in plant monitoring, help you improve the control accuracy of controlled systems as well as maximize the performance and availability of your plant.

Plant monitoring is based on the data collected in the field by our digital positioners: they analyze the data with the aid of the algorithms used by the EXPERTplus valve diagnostics software and the SAM VALVE MANAGEMENT asset management system.

## Our services:

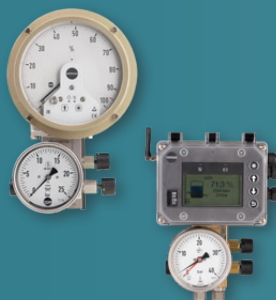
- Upgrade of smart field devices to enable valve diagnostics and asset management
- Read out positioner data
- Predictive plant monitoring with SAM VALVE MANAGEMENT or prescriptive plant monitoring with SAM GUARD®
- Analysis of device- and plant-related reports
- Online function testing of safety valves
- Re-engineering
- Condensate measurements
- Implementation and management of electronic nameplate for the unique identification of devices

**SAM**<sup>®</sup>  
DIGITAL



Ready for Industry 4.0

Series 3730 Digital Positioners



Media 5/Media 7  
Differential Pressure Meters



SAM VALVE MANAGEMENT



## MAINTENANCE AND REPAIRS



Plant revisions are conducted on a regular basis in the process industry. Nevertheless, the shutdown, maintenance and repair of plant sections or even entire plants is often compared to performing open-heart surgery. Many incalculable factors are involved while planning and performing revisions.

This underlines the importance of performing revisions with reliable and proficient partners. As your partner for plant revisions, you can rely on SAMSON. SAMSON's after-sales service team knows that plant outages can be costly. As part of an effective shutdown management, we assess the conditions on site as early as possible before the service work starts. If necessary, staff are instructed to prepare them for any special working conditions, legal requirements or stricter safety requirements that may apply.

### Our services:

- Standard repairs and modifications performed on SAMSON and third-party products (self-operated regulators as well as globe, rotary and hand-operated valves)
- Plant walkdowns and asset prioritization to develop a shutdown and service scheme
- IT-based shutdown preparation
- Support in spare parts management and stocking the right parts
- Compilation of valve data in a master file including photo documentation
- Taking on the supervisor role during plant shutdowns
- On-site and in-house valve decontamination
- Installation and removal of valves in plants
- Shuttle service to transport valves to our facilities for servicing
- Cleaning of valves for oxygen service and food processing in cleanrooms



Spare seat and plug



Spare plug balanced  
by a bellows

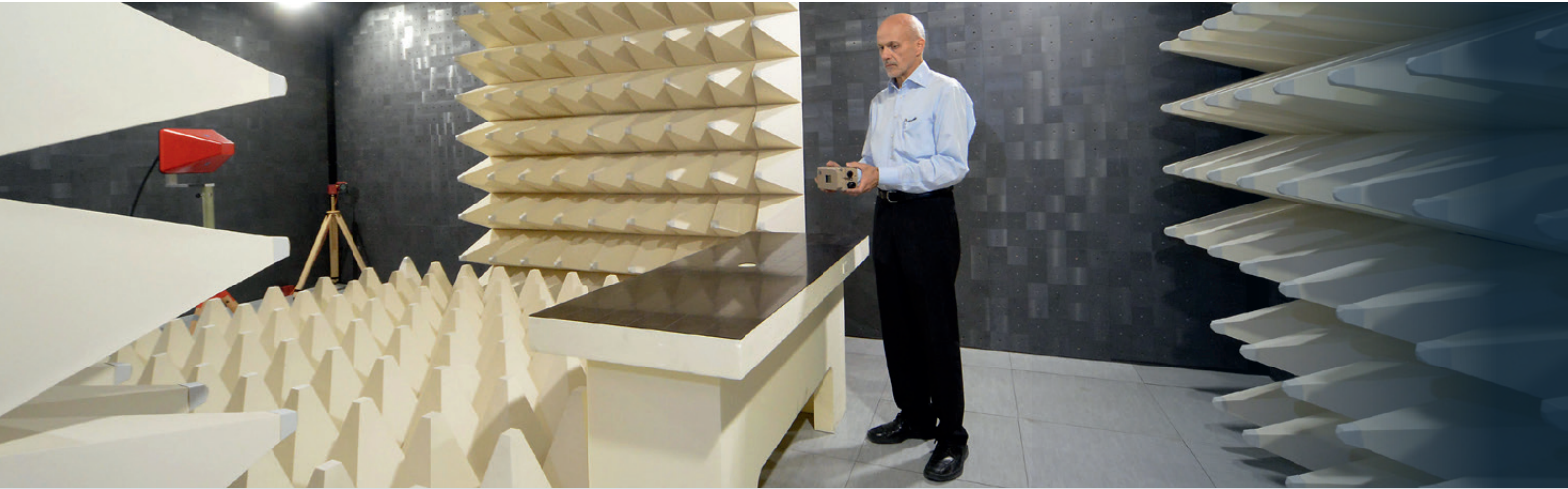


Spare bellows seal





## TESTS AND SIMULATIONS



The ROLF SANDVOSS INNOVATION CENTER with its infrastructure and more than 200 test instruments and setups enables our R&D engineers as well as our customers to perform a wide variety of device tests and simulations.

An area of more than 7000 m<sup>2</sup> is available for prototyping, simulations and a wide variety of tests. New fields in valve R&D, for example data analysis and cloud technologies, are being explored in the ROLF SANDVOSS INNOVATION CENTER in addition to the traditional research topics, such as materials science, flow engineering, cryogenics, acoustics, control engineering, device safety and system integration.

### Our services:

- Measurement of valve characteristics
- Standard and special tests in the field of fluid mechanics and acoustics
- Static tests and cryogenic flow tests
- Standard and special valve tests to determine flow coefficients
- Endurance tests
- Specific material testing
- Vibration tests
- EMC testing
- Device safety testing
- CFD simulations
- Injection molding simulations
- FEM simulations

We perform all these services reliably on SAMSON and third-party products.



ROLF SANDVOSS INNOVATION CENTER  
at the Frankfurt headquarters



## TRAINING COURSES



"Become a master at what you do": this is also true when handling SAMSON's engineered products. To turn your staff into true product specialists as well, we teach them how to start up SAMSON devices, connect them to a process control system as well as service and repair them.

## SAM SERVICES

The after-sales service team also regularly trains and audits our authorized SAM SERVICES to ensure that they handle, repair and service all SAMSON products according to our technical standards.

### Our services:

- Training courses in the fully equipped Global Training Center (GTC) at our Frankfurt site
- Training using original products from the SAMSON product range including our CERA, LEUSCH, PFEIFFER, RINGO, SED, STARLINE and VETEC product brands
- Training programs tailored to participants' needs
- Training courses in small training groups with no more than five participants held by experts with many years of field experience
- Training courses held in German or English
- Training and auditing of authorized service partners

### BASICS

- Tailored to requirements and knowledge level of customers
- Disassembly, maintenance and repair, mounting and testing of SAMSON valves and self-operated regulators as well as VETEC, LEUSCH and PFEIFFER valves

### ADVANCED

- Control valve accessories and their hook-up
- Oxygen service and cryogenic valves
- Mounting, disassembly and testing of Type 3591 Valves
- Valve diagnostics

### MASTER

- Communication basics for HART®, PROFIBUS® and FOUNDATION™ fieldbus
- Integration of digital positioners into common process control systems
- Positioner configuration using PRM, AMS and PDM

# SAMSON AT A GLANCE



## STAFF

- Worldwide 4,500
- Europe 3,700
- Asia 600
- Americas 200
- Frankfurt am Main, Germany 2,000

## MARKETS AND APPLICATIONS

- Chemicals and petrochemicals
- Food and beverages
- Pharmaceuticals and biotechnology
- Oil and gas
- Liquefied Natural Gas (LNG)
- Marine equipment
- Power and energy
- Industrial gases
- Cryogenic applications
- District energy and building automation
- Metallurgy and mining
- Pulp and paper
- Water technology
- Other industries

## PRODUCTS

- Valves
- Self-operated regulators
- Actuators
- Positioners and valve accessories
- Signal converters
- Controllers and automation systems
- Sensors and thermostats
- Digital solutions

## SALES SITES

- More than 50 subsidiaries  
in over 40 countries
- More than 200 representatives

## PRODUCTION SITES

- SAMSON Germany, Frankfurt, established in 1916  
Total plot and production area: 150,000 m<sup>2</sup>
- SAMSON France, Lyon, established in 1962  
Total plot and production area: 23,400 m<sup>2</sup>
- SAMSON Turkey, Istanbul established in 1984  
Total plot and production area: 11,100 m<sup>2</sup>
- SAMSON USA, Baytown, TX, established in 1992  
Total plot and production area: 20,000 m<sup>2</sup>
- SAMSON China, Beijing, established in 1998  
Total plot and production area: 47,000 m<sup>2</sup>
- SAMSON India, Pune district, established in 1999  
Total plot and production area: 28,000 m<sup>2</sup>
- SAMSON Russia, Rostov-on-Don, established in 2015  
Total plot and production area: 24,000 m<sup>2</sup>
- SAMSON AIR TORQUE, Bergamo, Italy  
Total plot and production area: 27,000 m<sup>2</sup>
- SAMSON CERA SYSTEM, Hermsdorf, Germany  
Total plot and production area: 14,700 m<sup>2</sup>
- SAMSON KT-ELEKTRONIK, Berlin, Germany  
Total plot and production area: 1,100 m<sup>2</sup>
- SAMSON LEUSCH, Neuss, Germany  
Total plot and production area: 18,400 m<sup>2</sup>
- SAMSON PFEIFFER, Kempen, Germany  
Total plot and production area: 20,300 m<sup>2</sup>
- SAMSON RINGO, Zaragoza, Spain  
Total plot and production area: 19,000 m<sup>2</sup>
- SAMSON SED, Bad Rappenau, Germany  
Total plot and production area: 10,400 m<sup>2</sup>
- SAMSON STARLINE, Bergamo, Italy  
Total plot and production area: 27,000 m<sup>2</sup>
- SAMSON VDH PRODUCTS, the Netherlands  
Total plot and production area: 12,000 m<sup>2</sup>
- SAMSON VETEC, Speyer, Germany  
Total plot and production area: 27,100 m<sup>2</sup>

## SAMSON AKTIENGESELLSCHAFT

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