

# New Service Center

OPENS IN EASTERN ONTARIO'S CHEMICAL VALLEY

## STRATEGICALLY LOCATED ON THE U.S.

– Canada border, Sarnia, Ontario Canada lies adjacent to Chemical Valley – the birthplace of Canada's modern petrochemical industry.

Situated on the south shore of Lake Huron, Sarnia is home to approximately 70,000 people. While Sarnia is a city with a relatively small population, there are more than 100 square miles [259 square kilometers] of land within its boundaries.

It is here, among the buzz of petrochemical and refining companies, that Dresser-Rand recently opened a new service center. The new facility is strategically located within a 10-mile [16 kilometers] radius of most of the company's installed base of equipment in the region. This puts Dresser-Rand in a good position to support the many revitalization and expansion projects anticipated in the province.

According to Sarnia's service center manager, Ken Ellis, "Our goal is to provide clients in this region with value-added solutions where they need them, when they need them."

The Sarnia facility maintains 11,500 square feet (1,064 square meters) of shop space and 2,170

square feet (200 square meters) of office space. Service center personnel are prepared to repair and overhaul nearly all brands of rotating equipment including centrifugal compressors, reciprocating compressors, gas engines, steam turbines, gas turbines, and expanders and get it back on-line quickly, efficiently and safely – whether that equipment was manufactured by Dresser-Rand, its legacy companies, or another



*Service Center in Sarnia, Ontario Canada.*

manufacturer; this is Dresser-Rand's Applied Technology initiative.

"Basically, our Applied Technology initiative centers on our ability to apply the same technology and manufacturing standards we use on Dresser-Rand equipment across almost all brands and to apply those standards to the required operating conditions," Ellis explained. "It's another way we help add value to our clients' operations."

The Sarnia service center team works in conjunction with Dresser-Rand Field Operations and offers a

broad spectrum of solutions to clients for overhauls, upgrades, rerates, foundation repairs, and revamps for most types of process reciprocating and centrifugal compressors and related control systems. "Our field representatives, mechanics and millwrights are available 24 hours a day, and have fully equipped service vehicles ready to respond immediately," Ellis added. These teams are OEM-trained and are prepared to provide professional, timely services to return or keep critical equipment on-line – and keep clients generating revenue. They're supported by an extensive technical resource network of equipment design engineers, R&D teams and aerodynamic performance engi-

neers who are available to help with application and feasibility studies for complex projects.

"Dresser-Rand has the technology, world class repair facilities, project management, field service, and aftermarket support capabilities that comprise

our real value

as a supplier fully capable of

reducing overall costs and risk to the client," Ellis emphasized. He noted that experienced technical personnel at the Sarnia service center

use sophisticated tools that give them the information needed to select and

configure machinery and services for specific applications.

### MAINTENANCE OVERHAUL KITS

The service center staff is trained to work closely with clients to define all parts, tools and paperwork required to perform maintenance on their rotating equipment. Maintenance kits are available for all Dresser-Rand products, including centrifugal compressors, reciprocating compressors and gas engines, steam turbines, and expanders. Beyond simply being a traditional parts kit, these kits provide clients with a proactive approach to maintenance planning and inventory management. Clients save time during maintenance activities by having the necessary materials on site.

Typically, the maintenance kit includes installation procedures, standards and forms to inspect critical dimensions and record findings. "Having the critical paperwork readily available in the kit prevents clients from having to search for information during emergency outages," Ellis said. "And past inspection reports can also be included to provide a baseline for critical dimensions."

### PRODUCT TRAINING PROGRAMS

The Sarnia service center offers a wide range of training programs that emphasize the practical aspects of machine operation, maintenance, repair, reliability, troubleshooting, and safety. Hands-on schools enhance knowledge-based classroom learning with performance-based instruction.

Today, Dresser-Rand operates 35 service and support centers worldwide. ■

