



Field Solutions

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The Dresser-Rand (D-R) Field Service organization provides value-added solutions that can help reduce your total cost of equipment ownership and increase your revenue through improved cycle times, performance, reliability and/or availability.
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Our worldwide network of service centers and wide range of capabilities allow Dresser-Rand to provide the right field service solutions for your project.

Among these solutions are:

- Training
- Technical services
- Field crews
- Reliability improvement programs
- Project services
- Integrated maintenance services
- Custom projects
- Remanufactured equipment

Training

Each year, D-R trains approximately 1,200 individuals in courses held at its training facilities or at a location that suits your needs. D-R's classroom and hands-on training programs are developed using technical literature specifically suited to your equipment as the foundation for the training. D-R training professionals and subject matter experts developed our new interactive, web-based training (WBT) computer courses.

Technical Services

D-R can provide complete technical services for all of your rotating equipment – no matter who originally manufactured it. Our field service representatives and field consultants provide these technical services with support from our Technical Resource Network. Our worldwide technical services teams can help you develop cost-effective, proven solutions for installation, commissioning, start-up, repairs, overhauls, upgrades, rerates and troubleshooting of your equipment.

Field Crews

For additional manpower resources, D-R can provide field crews of leadmen, rotating equipment technicians, millwrights, and mechanics complete with tooling, safety equipment and vehicles. Our personnel have access to information such as OEM design information, historical data, new products from our ongoing research and development, and the support of our Technical Resource Network. D-R can provide field crews of any size to accommodate any schedule, anywhere in the world to meet your personnel requirements.

Reliability Improvement Programs

D-R's reliability improvement programs are designed to improve your equipment performance, maintenance and operational reliability. The success of these programs is enhanced because of the experience, skills and expertise of our field service representatives and field consultants, supported by our Technical

For a complete listing of products and services, visit us on the Internet at www.dresser-rand.com or contact one of the following Dresser-Rand locations:

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Dresser-Rand Company

Field Service Headquarters
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Resource Network. These services include reviews of equipment maintenance procedures and history, performance and condition monitoring, site audits, spare parts inventory optimization, maintenance procedure Best Practices, and recommendations and development of preventive and predictive maintenance programs.

Service Centers

D-R has 24 service centers strategically located around the world – 11 in the US and 13 international locations. Our ISO-certified service centers can support your D-R and non-D-R equipment using our OEM repair technology, processes and tooling. D-R recognizes the urgency of many of your repairs, and works closely with you to minimize your downtime, costs and lost revenue.

Project Services

D-R's project services are custom designed to meet your unique needs for emergency repair, overhaul, installation, commissioning and start-up of your equipment. Our project managers develop a complete project scope, including a detailed execution plan to ensure projects are finished on time and on budget. Project staffing, a key component to any project, is executed from regionally located offices and is supported by our Technical Resource Network. This provides convenient, prompt and cost-effective coverage for your project requirements.

Integrated Maintenance Services

D-R's integrated maintenance services focus on your most important issue – availability of your equipment to perform the work for which it was intended. D-R's trade-marked *Availability PLUS*[®] (A+) programs bundle training, technical services, field crews, reliability improvement programs, service centers, remote condition monitoring, spare parts supply and contract management into a comprehensive, value added package with a single point of responsibility. Other, less comprehensive long-term service agreements also can be provided to either supplement or replace your maintenance organization.

Custom Projects

D-R's engineering, procurement and construction services fulfill the need for flexible, creative, responsible and cost-effective solutions for your smaller, custom projects. Typically, these custom projects might include site and facility engineering; foundation and building design; ancillary and process equipment specification, procurement and inspection; construction subcontractors scope of work, procurement and inspection; installation, commissioning, start-up and acceptance testing; and complete construction and project management.

Remanufacture

D-R's Engineered Solutions program can develop specific solutions for your rotating equipment by reapplying existing machinery – from you, other clients or the surplus equipment market. If you wish to use non-D-R equipment, our Applied Technology and remanufacturing teams will provide solutions for your non-Dresser-Rand equipment. Remanufacturing adds value for you through lower initial capital cost, shorter delivery time and, thus, earlier revenue.

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