

# GENERAL BROCHURE

**EMICO**  
**WHEATON**

MAINTENANCE PROGRAM



# CUSTOMER SUPPORT AGREEMENTS

**Some companies offer service...  
we specialise in service.**

Emco Wheaton is the only service provider who can ensure the loading arm is restored to OEM specifications while providing the latest improvements from our ongoing research and development. Only Emco Wheaton Aftermarket Services has the special tooling and expertise to provide top performance with increased efficiency and reliability. All of this is backed by a manufacturer's warranty on all OEM parts and repairs.

# GENERAL BROCHURE

## CUSTOMER SUPPORT AGREEMENTS

**Lower total cost of ownership and increase average time between failures with preventative maintenance and preferred service through a customer support agreement.**

Emco Wheaton Customer Support Agreements offer customised maintenance plans, service and analysis for Emco Wheaton loading arms.

Our flexible plans are custom tailored to the unique application providing:

- Operational & Systems Audits
- In Depth System Evaluation by a Service Engineer
- Asset Management
- Preventative Maintenance Inspections
- Performance Testing
- Preferred Field Service Technician Scheduling
- Priority Shipments on Parts

Service	Platinum	Gold	Silver
Visual inspection / audit & lubrication with certificate	Biannual	Biannual	Annual
Leak test with nitrogen or air	N/A	N/A	Annual
Hydrotest with certificate	Annual	Annual	N/A
Major MLA inspection including HPU with certificate	Every 2 years	Every 2 years	N/A
Complete function test according to SAT procedure	Every 2 years	N/A	N/A
Seal replacement	Every 2 years	N/A	N/A
Assess inventory for gaps & upgrades	Every 2 years	Every 2 years	N/A
Operational & maintenance training	Annual	Every 2 years	N/A
Priority shipments & scheduling	Preferred	N/A	N/A

Options
MIB technician for coupler seal change
HPU & control system engineer

## WHAT OUR FLEXIBLE PLAN OFFER

### Visual inspection / audit & lubrication with certificate & report

- Inspect general condition of marine loading arm structure, noting evidence of corrosion, damage, misalignment, and leaks.
- Lubricate all moving parts.
- Check all fasteners for tightness and be sure they are all in place and not missing or corroded.
- Detailed inspection report outlining findings, suggest any operational changes, and provide maintenance recommendations.

### Leak test with nitrogen or air

- Utilizing approximately 30 psi nitrogen or air pressure, a bubble leak check will be performed to check the integrity of the packing.

### Hydrotest with certificate

- Assist customer in performing hydrostatic test of loading arm. Looking for seal failure which may indicate problems with swivel joints, seal faces or bearing races. Certificate received upon successful completion of test.

### Major inspection including HPU with certificate

- Startup HPU and evaluate noise and vibration levels and check fittings and connections for leaks.
- Review clogging indicator and replace filters and desiccants as needed.
- Check system pressure and take sample from hydraulic fluid tank.
- Full inspection report detailing the condition of equipment.



## WHAT OUR FLEXIBLE PLAN OFFER

### Complete function test according to SAT procedure

- Run arm through full range of motion to determine condition of moving parts and ensure proper balance. Check smoothness of hydraulic operation and movement of pantograph assemblies.
- Check any accessories for proper operation (couplers, QC/DC, vapor lines, vent valves, etc.).
- Functional test of emergency release system and reassembly of ERC if applicable.

### Seal replacement

- If deemed necessary after inspection, replace riser trunion, apex & triple swivel seals and isolation gaskets.
- Change out hydraulic lines.

### Assess inventory for gaps and upgrades

- Ensure proper emergency spares are available on site in the event of a breakdown or leak.

### Operational & maintenance training

- Provide full day of maintenance training at customer site on how to safely use and properly maintain marine loading arms.

### Priority shipments and scheduling

- Expedite fee on parts waived for customers with platinum package.
- Precedence in field service scheduling awarded to platinum customers.





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