

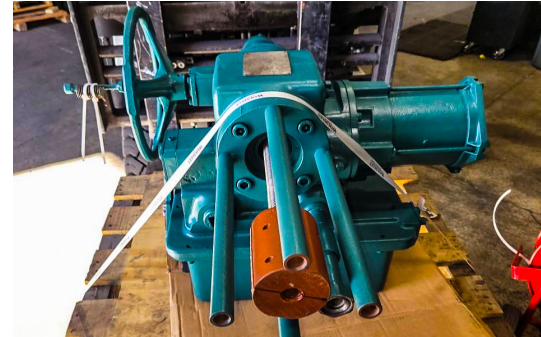
CUSTOMER CASE STUDY

# Refinery Actuator Refurbishment

Chicago, IL

**FERGUSON**  
INDUSTRIAL

Limitorque



## PROJECT OVERVIEW

### CUSTOMER:

Leading national downstream energy company

### PRODUCT(S):

Limitorque® SMB Actuator

### LOCATION:

Chicago, IL

### CHALLENGE:

The suboptimal performance of an actuator in critical control valve service threatened to result in 35 weeks of lost opportunity costs while waiting for replacement.

### SOLUTION:

Refurbish the malfunctioning actuator at our Limitorque Blue Ribbon-certified facility.

### OUR ADVANTAGES:

- Expert service in Limitorque Actuator refurbishment
- Manufacturer-certified repair
- Immediate and effective technical response
- Large in-stock selection of crucial repair parts
- Significantly reduced lead time

## PROJECT SUMMARY

When an actuator in critical control valve service at a leading downstream energy plant began to perform below expectations, the obvious option was to replace it. However, a new actuator couldn't arrive onsite for 35 weeks, and roughly nine months of substandard operations would cost them hundreds of thousands—if not millions—in lost opportunity costs.

To minimize their downtime, we recommended our actuator repair services as the best path forward. The malfunctioning actuator was shipped from their facility to our Limitorque Blue Ribbon-certified repair facility in Chicago. Our team of technical experts disassembled the product, cleaned the parts and furnished it with the necessary new components to restore it to peak operation.

Because our facility stocks a wide range of repair parts and our technicians are certified by the manufacturer, we were able to refurbish the product and get it shipped out within 36 hours of receipt.

Our commitment to maintaining close partnerships with vendors like Limitorque and our team's willingness to go the extra mile for our customers on a weekend helped realize significant cost savings and get the plant back to running at full speed.

