



Global Electric Heat & Control Services



Site Surveys & Condition Reports



Commissioning & Start Up Cover



Training



Preventative Maintenance



Service Contracts



Technical Support



On & Offsite Repairs

# Company Profile

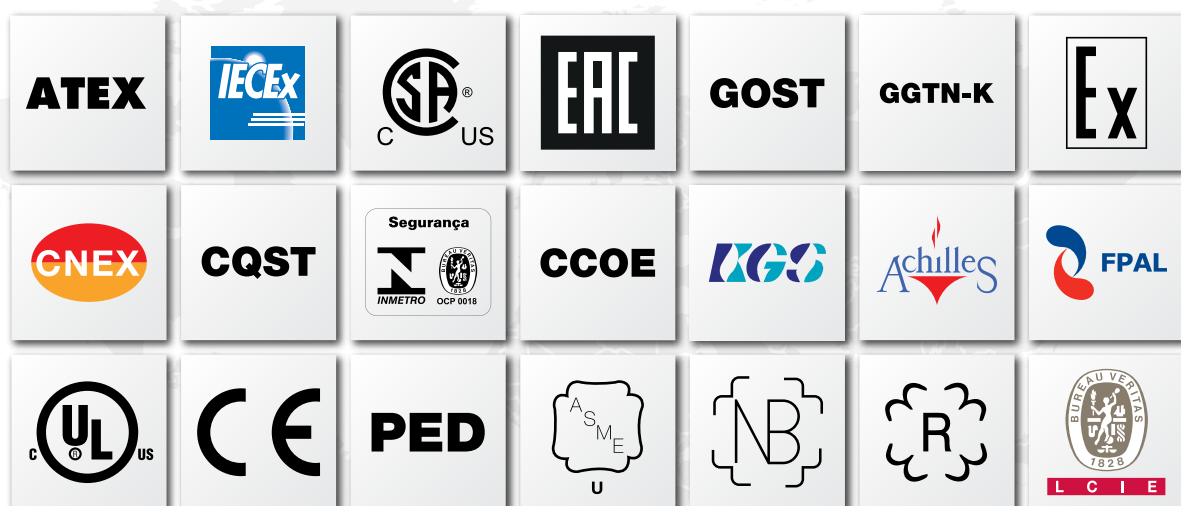
EX Services, backed with 25 years of experience serving operators and EPC contractors, is the servicing and maintenance arm of the EXHEAT Group, offering professional support to ensure our customers' systems are maintained by highly qualified and experienced engineers.

With a solid understanding of heater and control system applications, as well as dedicated teams in strategic positions all over the world, EX Services has the ability to provide fast technical support or emergency site visits, giving clients access to a comprehensive range of solutions that are designed to lower costs, reduce risk, and improve product longevity by eliminating problems before they arise, to keep heating and control systems running.

## Certification and Quality Assurance

The EXHEAT Group is a Total Quality Environment committed to continuous improvement to ensure that customers' requirements are met and backed up by a level of service necessary to operate in today's global market place. EX Services operates a Quality Management System in accordance with the internationally recognised benchmark standard ISO 9001:2015 (Registration Number FM 26078), with a scope covering the commissioning, servicing, repair and supply of replacement parts for electrical heating and control equipment used in industrial, petrochemical and offshore applications.

EX Services' partner company, EXHEAT, holds approvals from North America, Europe, China, India, Korea, Russia, Brazil and globally through the IECEx scheme for the manufacture of electrical heating equipment for use in potentially explosive atmospheres.



Certificate No. FM26078

# After Sales Services



## Training

EX Services is able to provide structured training, covering operation, basic maintenance and problem solving for all EXHEAT equipment. The training session can be tailored to suit our clients' staffing needs and provide knowledge on how to get the best performance from our equipment.

This certified training can be conducted on-site or at our training facilities in the UK.



## Technical Support

EX Services is proud to provide a comprehensive technical support service via our main offices in the UK and Singapore, ensuring support is available when it is needed most.

With easy access to design, manufacturing and site services teams, clients can be assured of a prompt and appropriate response to assist with any technical enquiries.



## Commissioning and Start-up Cover

Guaranteeing that our EXHEAT equipment is installed right the first time can be vital to ensuring timely completion of a critical project and providing a stable base for equipment performance.

EX Services can supply on and off shore commissioning engineers to complete all commissioning and start-up checks; giving our customers the confidence that equipment has been installed correctly and is operating within design parameters.

Using EX Service engineers to commission EXHEAT equipment also provide instant validation of the EXHEAT warranty.

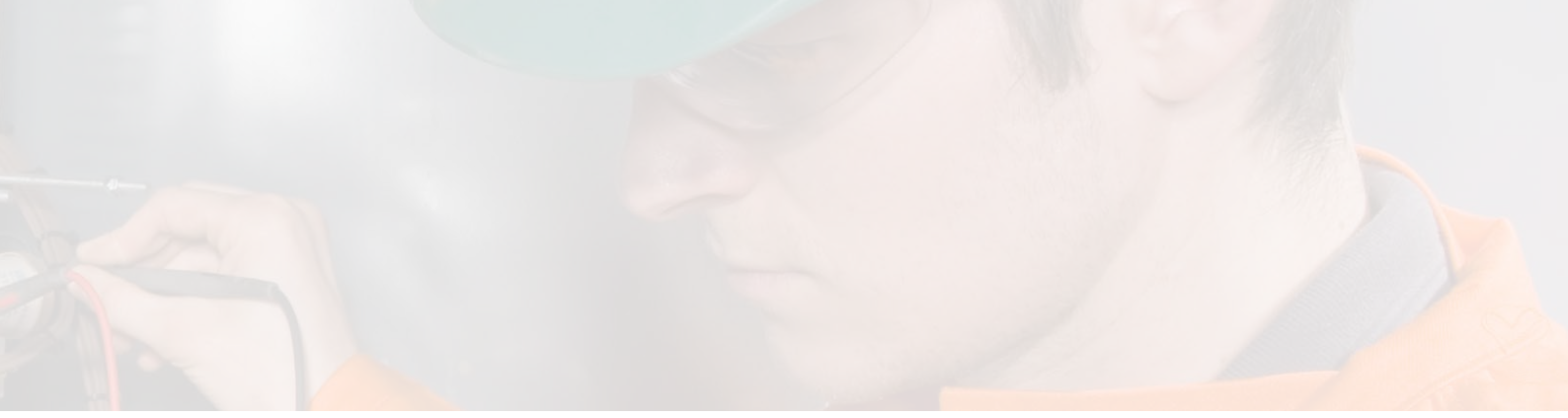


## Preventative Maintenance

In any stream of life, prevention is always better than cure. Never has this been more prevalent than within a process or production environment.

Our preventative maintenance programmes provide the foundations for optimum performance and asset longevity. Each preventative maintenance programme is tailored to suit the customer.

Part of the preventative maintenance schedule includes ongoing diagnostics performance monitoring of important equipment to ensure optimum performance at all times throughout the lifecycle of the heater.



### Site Surveys and Condition Reports

Our team of engineers conduct full site surveys, providing condition reports for all EXHEAT equipment. This site survey also includes a review of customer training needs, spares stock levels, and onsite documentation, ensuring clients are perfectly equipped to get the most from our heating equipment.

We can also carry out thermal imaging studies to safely detect otherwise invisible symptoms of imminent failure at an early stage, allowing customers to fix issues before they disrupt production processes and help save both time and money.



### On and Offsite Repairs

We can provide ongoing engineering support through our team of EX Services technicians based internationally.

With many years of experience, our technicians can provide remote support, on-site / off-shore and return-to-base repairs for all EXHEAT systems, ensuring the right solution for our customers is available.



### Service Contracts

Our maintenance solutions help maximise the functionality of clients' heating systems.

Correctly maintained equipment helps ensure performance is improved to, and sustained at, design specifications. The best way to ensure proper maintenance is through an EX Services contract. We offer several service contract options that are tailored to suit your business and maintenance needs.

Available service contract options include:

- 6 month routine maintenance
- 12 month routine maintenance inclusive of heater terminal enclosure inspection
- Spares discount
- Labour discount
- Spares stock check
- Site survey
- 24 hr telephone technical support
- Maintenance days included
- Inclusive repairs spares
- Bundle removal and inspection

# Client and End User Experience List

- ABB Lummus Global (CB&I)
- ADCO
- ADGAS
- ADMA-OPCO
- ADNOC
- AGIP
- Aibel
- Air Liquide
- Air Products
- Aker Solutions
- Alfa Laval
- Alstom
- Amec
- Arco
- Axens
- BASF
- Bayer
- BCPL
- Bechtel
- Bemco
- BHP
- Bluewater
- BOC
- Bouygues
- BP
- British Gas
- Bumi Armada
- BW Offshore
- Cameron
- CB&I
- Chevron
- Chiyoda
- Clough
- CNOOC
- Conoco
- Costain Engineering
- CPCL
- CPECC
- Crest
- CTCI
- CUEL
- Cuu Long
- Daelim
- Dow
- Dresser-Rand
- DSME
- EIL
- Encana
- Eni
- Enppi
- Essar
- Esso
- ExxonMobil
- Flowserve
- Fluor
- Formosa Plastic
- Foster Wheeler
- GAIL
- GASCO
- Gazprom
- GDF Suez Group
- GE International
- GNOPC
- GSPC
- Halliburton
- Hess (Amerada)
- HHI
- Hitachi
- Hyundai Engineering
- IKPT
- Indian Oil Corp
- Ithaca Energy
- J Ray Mcdermott
- Jacobs Comprimo
- JGC
- John Crane
- Kazmunaigaz
- KBR
- Kencana HL
- Kobelco
- KOC
- KOGAS
- Kvaerner (Aker)
- Larsen & Toubro (L&T)
- Linde
- LPEC
- Lukoil
- Maersk Oil & Gas
- METKA
- Mitsubishi
- Mitsui
- MMHE
- MODEC
- Mossgas
- Murphy Oil
- MW Kellogg
- Nalco
- NAM
- Newfield
- Nexen
- NIGC
- Norsk Hydro
- Occidental
- Odebrecht
- OGC
- OMV
- ONGC
- OPWPC
- Origin
- PAE
- Parsons
- PDO
- Pertamina
- PETRECO
- Petrobras
- Petrochina
- Petrofac
- Petrojet
- Petrokemya
- Petrom SA
- Petronas
- Phillips Petroleum
- PKN Orlen
- POSCO
- Praxair
- Prosafe
- PTSC
- PTT
- PTTEP
- Punj Lloyd
- Qatar Gas
- Qatar Petroleum
- Ramunia
- ReKayasa
- Reliance
- Repsol
- Rompetrol
- Rosneft
- SABIC
- Saipem
- Samsung Engineering
- Satorp
- Saudi Aramco
- SBM
- SDE
- SEI
- Shaw Group
- Shell
- SHI
- Sibur
- Sinopec
- SK Engineering
- Snamprogetti (Saipem)
- SNC Lavalin
- Solar Turbines
- SOME
- Statoil
- Talisman
- Tanker Pacific
- Techint
- Technip
- Tecnicas Reunidas
- Texaco
- Total
- Toyo
- TRANSCO
- Turkmengaz
- Uhde Shedden
- UOP
- Vedanta
- Wintershall
- Wood Group
- Woodside
- Worley Parsons



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