

# EXPERT SUPPORT, GLOBAL SERVICE

Moog Global Support™

# DOWNTIME DOESN'T STAND A CHANCE.

Delivering world-class motion control products and solutions means taking customer support far beyond the initial sale. It requires a dedicated approach to solving your problems, addressing your machine challenges and helping you achieve maximum productivity on a daily basis.

In today's competitive manufacturing environment, machine performance plays a significant role in determining your bottom line. Moog Global Support™ is key to achieving cost-effective machine operation, day in and day out.

Only Moog Global Support offers the quality, quick turnaround, expertise and the global consistency of services you need to keep your equipment operating as it should. The goal of Moog's approach to service and repair is to work with our customers to reduce downtime and increase productivity. Based on the location and industry served, these expert services are offered directly or through your local authorized Moog distributor.



## A FOCUS ON PERFORMANCE

Moog Global Support™ is our promise to offer world-class Repair and Maintenance Services delivered expertly by our trained technicians and authorized distribution partners. With the reliability only available from a leading manufacturer with facilities around the world, we provide the service and expertise you can count on to keep your equipment operating as it should.

Working with Moog's trained technicians allows you to:

- Reduce your downtime by keeping critical machines running at peak performance
- Protect your investment by ensuring reliability, versatility and long life of products
- Better plan your maintenance activities and make systematic upgrades
- Leverage our flexible programs to meet the unique service requirements of your facility

With Moog Global Support, you gain all the advantages of working with professionals who are invested in your productivity. You'll find:

- Repair services using OEM parts are performed by trained technicians to meet the latest specifications
- Stock management of spare parts and products to prevent unplanned downtime
- Flexible programs, tailored to your needs, such as upgrades, preventative maintenance and annual/multi-year contracts
- On-site services bring the expertise to you, providing quicker commissioning, set-up and diagnostics
- Access to reliable services that are guaranteed to offer consistent quality anywhere in the world



# A PARTNERSHIP IN PRODUCTIVITY

When you send your servo valve or actuator in for repair, it must work like new when you get it back. This is the Moog Global Support promise. We offer the quality repair, technical expertise and world-class customer service you need to minimize downtime and ensure high performance.

Our approach to repairs is built on the same things that make us a leader in motion control products and solutions: design expertise, reliable products and close collaboration with customers. What's more, global quality systems are in place to ensure every repair is consistent and meets the latest specifications, resulting in a repaired product that performs like new. World-class customer service means we provide the turnaround times and spare services you need to minimize downtime.

## Servo Valves and Proportional Valves

Moog Servo Valves and Proportional Valves are used in the most demanding motion control applications around the world. Whether your repair consists of an inspection, cleaning and calibration or part replacement, Moog is the only one with the expertise and global systems to ensure quality repair by using original parts.



In addition, we offer the latest valve design to help you upgrade any obsolete valves in your facility. This allows you to take advantage of the design improvements, and to assure a continuous supply.

## Actuators

In applications such as gas, steam and wind turbines, Moog Actuators play a critical role in achieving the highest possible performance. So we provide services

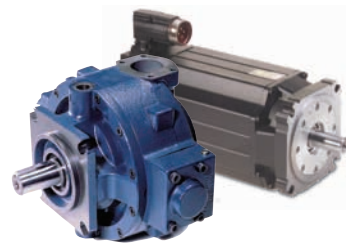


tailored to the specialized needs of power generation. Moog expert technicians always use Moog-designed and -manufactured replacement parts as required to assure your actuator will function like new.

From scheduling maintenance during regular shutdowns to implementing rotatable programs to developing an all-inclusive repair arrangement, Moog offers services that minimize downtime and save money.

## And more

Moog supports an extensive range of motion control products including Radial Piston Pumps (RKP), Servo Motors and Motion Control Electronics. No matter which product, our technical support is designed to keep your machine up and running. Check with your local Moog office or authorized distributor for more information.



## WHY DO SO MANY MAINTENANCE PROFESSIONALS TURN TO MOOG?

**Exceptional value.** We help you get more performance and productivity from your machine.

**Less downtime.** Keeping you up and running is our primary focus, so our teams are nearby and ready to respond to your critical service requests to ensure quick turnaround.

**Quality repairs.** Our strict adherence to Moog quality standards means your product will function like new.

**Technical expertise.** Moog and our network of authorized distributors have the motion control and application knowledge required to support your needs.

# CARE BEYOND THE REPAIR

Our expertise as a leading motion control product and service provider means we can often help you find the right upgrade and options to ensure machine productivity without costly investments in new systems. The Moog team, either directly or through our authorized distribution network, offers customized maintenance contracts that include repair, training, on-site support and other services tailored to your unique requirements.

## Comprehensive Service Programs

Moog's expertise as a leading motion control product and service provider means we are often in the best position to help you find the right upgrade and options to ensure machine productivity without the burden of costly investments in new systems. In many parts of the world, Moog offers customized maintenance contracts that include repair, training, on-site support and other services tailored to your customer's unique requirements. Preventative maintenance programs are also ideal for customers who want protection from unexpected downtime and the ability to plan their maintenance schedules.

## Service you can depend on

Through programs, regular maintenance visits and scheduled repair plans during shutdown periods, the Moog team will help you save money and operate more effectively on a regular basis. Our customer-first approach means we can come to your location to assist with commissioning, troubleshooting and personnel training.

In addition, we provide phone support and access to electronic and print resources, including service manuals, drawings, software and other online resources. And we work on your schedule—often responding within 24 hours to an emergency situation.

## A DIAGNOSIS OF SAVINGS AND PRODUCTIVITY

A major manufacturer of automotive fuel cells and gas tanks in North America could not understand why their investment in replacement servo valves was so high. Moog's team, consisting of our local distributor and factory technicians, helped the customer solve their problem—and reap substantial savings too.

### The request

Help diagnose why 68 servo valves needed to be replaced on its blow molding machines in just one year. Determine how to significantly reduce the customer's investment in replacement parts and accompanying downtime.

### The solution

Working in collaboration with our distributor and the plant operations manager, Moog conducted tests that determined



it was the oil, rather than the servo valves themselves, that posed the problem. By easily implementing a better oil filter procedure, recommended by Moog's distributor, the company went from replacing 68 servo valves to six in a single year.

### The result

Moog's ability to diagnose the problem and help the customer solve it resulted in millions of dollars in savings over twelve months, including dramatically fewer parts required, less downtime and improved machine productivity.

Based on the Moog team's quick turnaround and innovative problem solving, the manufacturer continues to tap our technical expertise as part of an overall continuous improvement process.



# THE RIGHT SUPPORT WHEREVER YOU ARE

The Moog team has a global network of experts ready to work with you to ensure your systems are running in top shape. From products to systems to software, we share our motion control expertise with our customers. Our efforts to constantly push the envelope of machine performance don't end after the system is delivered.

For example, user group forums allow us to continually upgrade and improve our software and make it available to all customers. Improvements in our product designs are often integrated in newer replacement parts. It's part of our commitment to Moog customers over the life of your system.

## Global network of facilities

Moog Global Support is offered in numerous locations in over 25 countries around the world. We know our customers send their machines to the corners of the globe, and must ensure uptime in each and every installation.

We have invested in the processes, testing equipment and excellent personnel to make sure we can offer consistent world-class service in each location.

We are continually investing in new services to meet the evolving needs of our customers. As technology advances and downtime becomes even more costly, we will continue to partner with our customers to find new ways to keep machines running productively.

## Higher productivity starts today

When you demand reliability and long-lasting machine performance, turn to the experts at Moog for service and repair. We're there for you—moving your world forward with the right repairs, the right expertise and the most professional service teams in the business.

## A PROACTIVE APPROACH TO SERVICE KEEPS THE POWER ON

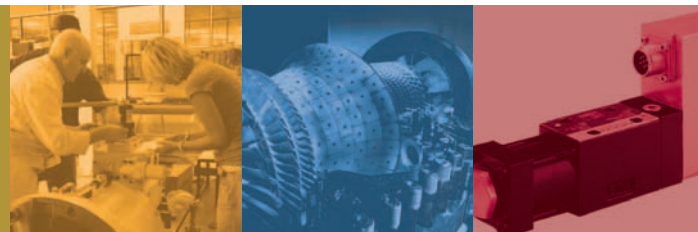
When a top European provider of electricity for residential customers began to experience leakage on the hydraulic actuators of their steam turbines, they realized that if they didn't address the problem immediately, the long-term cost implications could soar. The company turned to Moog for a comprehensive and time-sensitive maintenance program that would help them to avoid expensive, unforeseen downtime beyond the scheduled shut-down time.

### The request

Improve the reliability and efficient performance of the steam turbines by minimizing service-related downtime, extending duty cycles of the actuators, and providing virtually on-demand service to meet customer requirements.

### The solution

To meet the customer's needs, Moog assembled a global team of experts from Italy, the United Kingdom, Japan, China and the United States, and committed to a service



touch-time of just 72 hours. This unsurpassed level of support required Moog to establish a dedicated workshop in Europe with specialized tools and equipment, trained technicians, and expedited repair protocols to ensure peak performance from the serviced actuator units. In addition, Moog proactively produced detailed documentation that incorporates valuable information such as on-receipt and final acceptance tests, unit photography, and recommendations on improving equipment performance.

### The result

Moog's solution delivered significant savings by dramatically reducing the risk of downtime of the steam turbines and minimizing the customer's maintenance shutdown time when servicing the hydraulic actuators. The customer was delighted and surprised by the Moog service team's ability to work around their somewhat unpredictable schedules. Furthermore, the customer's reliance on Moog actuators means extended cycle times despite rugged operating conditions.

# GLOBAL SUPPORT STARTS HERE.

Moog Global Support is only a click away. Visit our worldwide Web site for more information and the Moog repair facility nearest you.

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