

Worldwide service and support

ENSURING OPTIMIZED PERFORMANCE FOR PEACE OF MIND, WHEREVER YOU ARE.

With more than 50 years of experience in the LNG industry, we are the global leaders in Ship-Shore Safety Links. Our commitment to quality and excellence underpins every advanced technological solution we design, manufacture, and deliver, showcasing our longstanding commitment to setting industry standards.

Regular preventative maintenance of bespoke equipment is shown to reduce downtime and costly repairs, manage risk, and enhance productivity. Partnering with us for proactive equipment management means that you can rest assured that your equipment will always be in good working condition.

Our team of skilled engineers stands at the heart of delivering full lifecycle support for your safety link equipment. We offer customized services designed to align with the growing demands of customers in search of a holistic, multidisciplinary partner for installation, commissioning, and maintenance needs.

GLOBAL SUPPORT NETWORK

We have an extensive global service network in strategic locations including: Japan, France, South Korea, Singapore, China, UK and India.

Maintenance and servicing in accordance with – ISO28460: Installation and Equipment for Liquefied Natural Gas - Ship to Shore Interface and Port Operations.



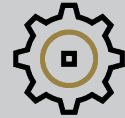
Servicing

Our Preventative Maintenance Checks (PMC) help you avoid potential equipment failures and keep your specialized machinery operational long-term. With our expert knowledge, we offer timely maintenance advice, enhancements, and updates to keep your operations running smoothly.



Spare Parts

We have a dedicated spare parts team on-hand to provide critical and operational spares. We can advise on necessary components and what spares should be kept on site to ensure coverage for any critical elements.



Remote Technical Support

We understand both the time critical nature of your operations and sometimes the challenges with arranging an in-person attendance for any issues. Therefore, our remote support is an integral part of our offering. We have expert engineers on-hand to troubleshoot and resolve and system problems.



Obsolescence Management

Our industry knowledge and history mean we have taken many customers through multiple product iterations over several decades. We offer complete lifecycle support which also extends to an integrated solution for retrofit of legacy vendor systems.



SERVICE AGREEMENTS

Fully managed Service Agreements are tailored to meet your exacting on-site requirements:

- | 24/7 Remote Support: instant access to technical support.
- | On-Site Support: Quick and efficient on-site assistance from our global team of expert engineers, with fixed prices for service contract holders.
- | Spare Parts Audit and Integrity Check
- | Discounted Spare Parts
- | Operator Training
- | Free software updates

Our flexible approach ensures that each service contract is tailored to meet your specific needs. Whether you require a single visit or a comprehensive, fully managed contract, you can count on a consistent and continuous service experience, all coordinated through a single point of contact for your convenience.

RETROFIT

Our complete lifecycle support extends to an integrated solution for retrofit of legacy vendor systems.

As the market leader and a long-established manufacturer of the SSL system we have extensive experience of equipment retrofit. In some cases, this is existing customers seeking to upgrade their equipment, however increasingly this is replacing machinery supplied by legacy providers.

Our technology has always been designed to ensure global compatibility, even when it comes to complex configurations. Therefore, we can ensure a tailored solution for compatibility any configuration.

GET IN TOUCH

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