

On-Site Services and Product Support

On-Site Services

A wide range of on-site services are available to cover emergency breakdowns and planned maintenance.



Maintenance and Service Contracts

All Hobbs Valve products have Maintenance Schedules that need to be followed. These schedules are printed in the Operating and Maintenance Manual which accompany all supplied products. A list of recommended spare parts and consumables is provided upon request.

A Scheduled Maintenance and Service Contract can be offered to ensure safe and reliable operation of your valve. (Please contact Hobbs Valve Limited or your local distributor)

Product Support

If there is any difficulty encountered with your Hobbs Valve product or service, and you require assistance with any of the following subjects contact the factory direct. Alternatively speak to your nearest office or distributor for support.

- Warranty
- Maintenance
- Repair
- Spare Parts

Repairs

The facility at Hobbs Valve has dedicated service-engineering personnel, who will provide on-site servicing and repairs (where appropriate). In certain circumstances it is necessary to return the valve to Hobbs Valve for repair. All work performed under warranty will meet the terms and conditions of the contract. Any work performed beyond the warranty period will be fully assessed and quoted to the customer for acceptance before any work is undertaken. Where the valve is beyond repair (either due to damage or economic reasons) the customer will be informed of the options available. If you are encountering a problem and you require repair work carried out at our facility, please ask for and complete the Decontamination Report / Goods Return Form. **NB** all returned goods must be accompanied by this completed form.

Site Validation

Reliable operation is of key importance in today's market; failure to employ suitable equipment can be costly. The level of Quality Assurance that is required varies by application and location from basic commissioning checks to an extreme validation process involving significant effort and expense.

Hobbs Valve understand that these requirements can place additional burdens on our customers, diverting them from core activities. As such Hobbs Valve can assist in these areas leaving our customers to focus more of their time on day to day matters that are crucial to their individual business functions

