

Remote Assistance Service Supported the Virtual Setup of Valve Condition Monitoring

RESULTS

- Secure, virtual connection aided in a guided setup to gather valve diagnostics.
- 20 critical valves were properly preserved ahead of an unplanned shutdown.
- Valve Condition Monitoring helped maintain valve reliability.



APPLICATION

Valve Condition Monitoring on critical valves.

CUSTOMER

Fuel production in the Middle East

CHALLENGE

The production facility had to cut down their production and shut down the plant due to a dip in oil prices and economic impact from COVID-19. The plant was expected to be shut down for at least one month.

However, the plant was concerned about safety and quality once they started production again. Concern grew, especially for their critical valves, as the onsite team thought about potential startup issues like corrosion, bad instrument air, and packing leaks. The plant didn't have any valve diagnostics available to help them identify actions to take to mitigate possible startup issues. Moreover, the global pandemic prohibited any onsite visitors; including OEM experts.

SOLUTION

The site team reached out to Emerson experts to create a plan ahead of the shut down. With COVID-19 restrictions, the teams weren't able to physically meet, but instead utilized augmented reality technology through the Remote Assistance service to meet virtually.

During the virtual meeting, Emerson guided the installation of ValveLink™ DTM software to gather valve diagnostics from the FIELDVUE™ instrumentation. This software allowed Emerson to perform Valve Condition Monitoring on the 20 critical valves so they could take corrective actions before the shutdown. Plus, they were able to identify proper spares for a future turnaround.

An Emerson service expert visited the site months later and validated that the critical valves were properly preserved during the shutdown. The plant has found great value in the expert analysis and recommendations from Valve Condition Monitoring and will continue this service to maintain their valve reliability.

To learn more about Remote Assistance, visit:
[Emerson.com/DigitalValveServices](https://emerson.com/DigitalValveServices)

