

Metso to provide expanded service levels by opening new service center in Querétaro, Mexico

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Metso is opening a new valve and field device service center in Querétaro, Mexico. The new service center offers the latest technology and know-how to carry out high-quality maintenance and repair work on Metso and third-party devices, such as valves, actuators and pumps. The service center's primary customer base consists of customers in the oil and gas, pulp and paper, and mining industries.

At the moment, Metso has 10 valve service centers and authorized repair facilities throughout the United States, Canada and Mexico. Of Metso's more than 90 service centers globally, over 40 of them serve flow control customers. In 2014, 60% of Metso's orders received came from the services business.

"Metso's installed base in Mexico has been growing over the years, so we want to strengthen our valve and field device service capability for the petrochemical, energy, oil and gas, mining, and pulp and paper industries. The new center is strategically located in an industrial area in Central Mexico within easy reach of the 35 largest customers served by our service and repair business," says Cliff Smith, Vice President, Services, Flow Control, North America market area.

The facility will have ample storage capacity to keep an inventory of the most commonly required valve package components needed for emergency and scheduled repair and maintenance services. In addition to repair, spare parts, and refurbishment, the service center offers upgrades, training programs, field support and diagnostic services.

The service center personnel will be spending more time working directly with customers to help them better utilize the intelligence that is already present in Metso's flow control technology currently installed in the plant. By taking advantage of these intelligent capabilities, customers can make more accurate and timely predictions of maintenance requirements as well as improve uptime and reduce operating costs.

"Our new facility will accommodate additional equipment and will enable us to expand our staff of factory-certified technicians to keep pace with the demand for Metso-authorized service, which carries the same warranty as new Metso flow control products. The new and modern service center also puts us in a better position to stage, test and repair large numbers of valves to meet our customers' high-volume, fast-turnaround repair and service needs during scheduled plant shutdowns," summarizes Smith.

Leading flow control technology for improved safety and sustainability

Metso has a long track record of delivering engineered performance and reliability to the oil and gas, pulp and paper, and power customers through its leading product brands - Neles®, Jamesbury® and Mapag® - and has delivered millions of valves, control valves, and on-off valves globally over the last 90 years. Additionally, Metso has become one of the leading suppliers of intelligent valve controllers.

Metso's extensive flow control services offering covers business solutions and services that optimize equipment use and cost of ownership. Metso's valve technology centers and valve production facilities are located in Finland, the United States, Germany, China, South Korea, India and Brazil.

Source: Metso Corporation