

TECHNICAL SUPPORT

OUR APPROACH TO TROUBLE SHOOTING AND TECHNICAL SUPPORT



STRUCTURED METHOD

AST Turbo applies a structured method adapted to the issue.



ATTENTION TO DETAIL

With their comprehensive background our engineers understand to identify and analyze relevant details.



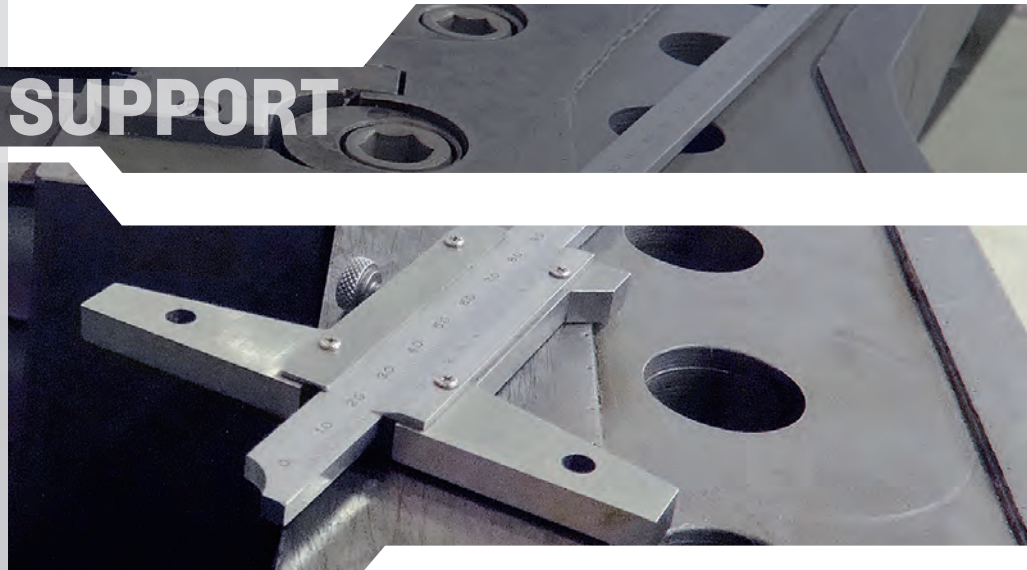
THINK «OUTSIDE THE BOX»

Sometimes causes may be outside of the thought barriers and need to be looked at carefully.



SENSE OF URGENCY

We understand what it means 'our plant is down' means and we react accordingly.



3 reasons you benefit by engaging AST Turbo

AST Turbo provides you with independent technical support for your plant and more specifically your rotating equipment. The added value is the unbiased and independent advice on design issues, operational problems or system failures. We look at the details even outside of the system boundaries with the goal to solve the problems pro-actively.

Reason 1 – Unbiased Expertise

When looking at unprecedented issues, unbiased expertise is required. The only commonality between the issues is typically that they are all unique. A 'learning by heart' approach typically is overloaded. A wide range of substantial engineering skills are required to identify problems before they occur or to trouble shoot serious issues. AST Turbo with its experienced team and network partners offers professional and independent support free from bureaucracy and associated interest.

Reason 2 – Experience and Network

When analysis needs to be performed we consult all our resources for contributions. We provide a solid combination of all engineering subjects. In order to analyze vibrations on a pipe, experience on process, structural, metallurgical and FEA skills are required besides the specific rotating equipment knowledge. Or, in order to troubleshoot a power balance on a compressor for instance, specific know how on the

high voltage electrical systems may be required. We combine a solid network of professionals that are capable of providing sound technical support and troubleshooting expertise to your site, fully independent from any OEM. This vast range of experience is available to you during design stage, construction, commissioning or during operation and maintenance of your costly equipment.

Reason 3 – Continuous Improvement

Continuous Improvement plays an important role in our day to day activities. AST Turbo provides you with the latest collection of experience. We have possibly seen systems underperforming before your installation was ever put in service for the first time and thus can support you with solutions before things go badly wrong. Once things go wrong and you need independent support, AST Turbo supports you with solutions based on latest developments and following our continuous improvement cycle.





STRUCTURED METHOD

AST Turbo applies a structured method adapted to the issue. These methods are largely depending on the issue to be looked at.

The structured approach is defined prior to the effort and adapted throughout the process. System boundaries are adapted as the need arises. Interviews of the different stakeholders are a key element to obtain the full picture of each situation.



ATTENTION TO DETAIL

With their comprehensive background and experience our engineers have a great understanding on how important it is to identify and analyze relevant details. Relevant details maybe found in old reports or truly outside the set system boundaries. Our engineers are there to find the root causes in the best interest of the customer.



THINK «OUTSIDE THE BOX»

Sometimes causes may be outside of the thought barriers and need to be reviewed carefully. The process of analyzing systems often requires altering previously set system boundaries. This may be the case when the monitoring system indicates a machinery issue although the cause is upstream of the inlet flange. We also investigate soft factors. Interviewing stakeholders plays a frequently underestimated role



SENSE OF URGENCY

We understand that your success is heavily dependent on up-time. Unplanned shutdown has a tremendous impact on your bottom line. We will respond to emergencies, whether they be remote or local, with highest priority. We are committed to support your efforts towards increasing plant uptime.

Conclusions based on incorrect data lead to «incorrect decisions»!

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