

**Masoneilan**

a Baker Hughes business



**Masoneilan<sup>™</sup> Authorized  
Repair Centers (MARC<sup>™</sup>)**

Quality products combined with expert service

# Complete Service, Fast Response

## Supporting Locally Around the Globe

Quality products combined with expert service have made Baker Hughes an industry innovator for more than a century, and Masoneilan Authorized Repair Centers (MARC) are a part of that leadership legacy. From large cities to remote regions—and with more than 80 service facilities located in more than 30 countries worldwide—we operate one of the most complete service networks in the industry, so you can rely on a location near you for convenience and responsiveness.

## Repairs

Repair is an integral part of the services offered by Baker Hughes MARCs. Whether you have Masoneilan valve products or products from another manufacturer, you can count on MARCs to complete your repair quickly while maintaining quality standards.

In addition to having the technical expertise and product knowledge to do the job right, MARC operations are outfitted with the right tooling. At your site or at one of our facilities, our MARC technicians have the resources to inspect, diagnose, repair and recalibrate your equipment.

You can be confident that equipment repaired through MARCs can be returned to service in “like new” condition. No matter how complex or simple the job, and regardless of the original equipment manufacturer (OEM), MARCs stand ready to respond to your specific needs.

## Performance through People

The high-quality service that you have come to expect from Baker Hughes MARCs is the result of an experienced, well-trained, and dedicated staff. Each MARC technician receives mandatory training on valves, diagnostics, and digital equipment, providing you with highly skilled individuals capable of handling even the most complex job requirements.

## Original Spare Parts

Replacement parts are critical to your operations. Insist on quality original equipment (OEM) parts available exclusively through your MARC dealer. MARCs maintain an inventory of genuine Masoneilan parts, and can draw from the entire MARC network as well as Baker Hughes Masoneilan Aftermarket Center to supply the original equipment parts that were made for your application.



## Masoneilan Authorized Repair Centers



**Baker Hughes MARC Network Consists of More Than 80 Facilities  
Located in More Than 30 Countries Worldwide**

# An Extensive Range of Services

Service	Benefit
Commissioning	Start-up assistance to ensure that equipment is performing to expected specifications
Mechanical Inspection	Providing detailed reports of mechanical/digital conditions
Valve Repair	Returning your valves to “like new” condition
Shutdown Planning	Helping to reduce outage or turnaround times
Onsite Repairs	Bringing resources and equipment to the site
Troubleshooting	Identifying root causes and providing solutions
OEM Parts	Certified original manufacturer parts that meet the highest standards
Retrofits	Upgrading equipment to meet ever-changing operating and environmental conditions
Re-Instrumentation	Performance and efficiency improvements that can result in bottom line savings
Asset Management	Industry-leading <i>ValvKeep</i> ™ asset management software
Predictive Maintenance	Offering tools and expertise such as <i>Valscope</i> ™ <i>Pro</i> to monitor the health of an asset and identify potential problems in advance
Training Classes	Providing hands-on technical and practical training for your teams
Site Surveys	Gathering plant data for asset management
Remote and Real-Time Valve Diagnostics	Improved process reliability and reduced maintenance costs

## Responsiveness

At Baker Hughes, we understand that repairs are often urgent, and our repair centers are equipped to support your needs 24 hours a day, 365 days a year. With well-trained, experienced technicians, you can rely on Baker Hughes global network of MARCs to respond to your needs quickly and efficiently while helping to reduce disruptions and maintenance costs.

## Value Added Service

In addition to covering a full range of repair and support services, MARCs also offer a portfolio of advanced services, including upgrading to digital devices; commissioning valves upon installation; managing assets with ValvKeep, our proprietary asset management tool; and performing advanced diagnostics and valve health checks using Masoneilan Valscope Pro diagnostic tool.

And to better plan your maintenance while improving efficiency and uptime, take advantage of a unique service from Baker Hughes MARCs—diagnosing control valves during normal operations. Using Masoneilan Valve Aware, MARCs can schedule regular visits to monitor the health of your most critical assets and provide recommendations for corrective actions.

## Delivering Operational Improvements

Masoneilan Authorized Repair Centers help ensure that your control equipment assets are functioning properly. Our factory-trained technicians will work to help ensure that the valve, actuator, positioner and control valve assembly accessory components work effectively together.

## Direct Sales Office Locations

### Australia

Brisbane  
Phone: +61-7-3001-4319

Perth  
Phone: +61-8-6595-7018

Melbourne  
Phone: +61-3-8807-6002

### Brazil

Phone: +55-19-2104-6900

### China

Phone: +86-10-5738-8888

### France

Courbevoie  
Phone: +33-1-4904-9000

### India

Mumbai  
Phone: +91-22-8354790

New Delhi

Phone: +91-11-2-6164175

### Italy

Phone: +39-081-7892-111

### Japan

Tokyo  
Phone: +81-03-6871-9008

### Korea

Phone: +82-2-2274-0748

### Malaysia

Phone: +60-3-2161-03228

### Mexico

Phone: +52-55-3640-5060

### Russia

Veliky Novgorod  
Phone: +7-8162-55-7898

Moscow

Phone: +7-495-585-1276

### Saudi Arabia

Phone: +966-3-341-0278

### Singapore

Phone: +65-6861-6100

### South Africa

Phone: +27-11-452-1550

### South & Central America and the Caribbean

Phone: +55-12-2134-1201

### Spain

Phone: +34-935-877-605

### United Arab Emirates

Phone: +971-4-8991-777

### United Kingdom

Phone: +44-7919-382-156

### United States

Houston, Texas  
Phone: +1-713-966-3600

Find the nearest local Channel Partner in your area:  
[valves.bakerhughes.com/contact-us](http://valves.bakerhughes.com/contact-us)

## Tech Field Support & Warranty:

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