

# LATERAL THINKING. EXCEPTIONAL SOLUTIONS.



There's no obstacle we can't overcome **together**.



Comprehensive product knowledge and an unshakable commitment to service lay the framework for swift, dynamic problem solving.

Part of the purchasing process is an implicit contract—a customer buys products from their supplier with the understanding that the products will work at or above expectations. When the products fail to meet this standard, a true supply partner will go out of their way to resolve the matter.

After we supplied four 10-inch automated isolation valves to an oil and gas pipeline storage company, the company soon discovered that all four valves were not achieving their complete open and closed positions as the control logic had designated.

Our valve experts conducted an on-site visit to troubleshoot the valves. After careful inspection, we discovered that a critical sticker had been left off the gear operators that indicated a very specific procedure for operation of the gear operators to avoid catastrophic failure. Without these stickers, the customer had accidentally caused a failure, shutting down the normal valve and actuator operation.

Due to the pandemic, we couldn't send a team to change out the failed gear operators ourselves. Instead, we arranged for new gear operators to be delivered at no charge and produced a video demonstrating the proper installation of the new equipment step by step.

Despite not being able to have our full team on-site, the customer was able to complete the changeout successfully with minimal downtime thanks to our team's out-of-the-box video solution and cooperation from our manufacturing partners.

**Visit us online or contact us today to benefit from our full selection of services, including:**

- 24/7 availability for immediate assistance
- 2,500+ dedicated on-call associates
- Same or next-day service through our network of distribution centers and routes
- More than 150 industrial locations established across the nation
- Extensive inventory available online or via local associates
- National reach and local expertise you can count on

# ABOUT FERGUSON INDUSTRIAL

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There's no obstacle we can't overcome **together.**



We're your complete source for projects of all sizes involving manual and automated valves. Our experienced technicians, cutting-edge automation facilities, extensive inventory and quality assurance program allow us to quickly meet requirements and provide exceptional service.

Our expertly trained associates offer valuable technical consultations and troubleshooting in product specification development, design, engineering, assembly and testing of automated valve packages.

We offer an extensive product line for almost any application, including:  
Electric | Pneumatic | Hydraulic | Quarter Turn | Multi Turn | Linear | Electro-hydraulic

The applications we can engineer include:  
On / Off | Control | ESD | Block | Diverting | SIL Rated

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