



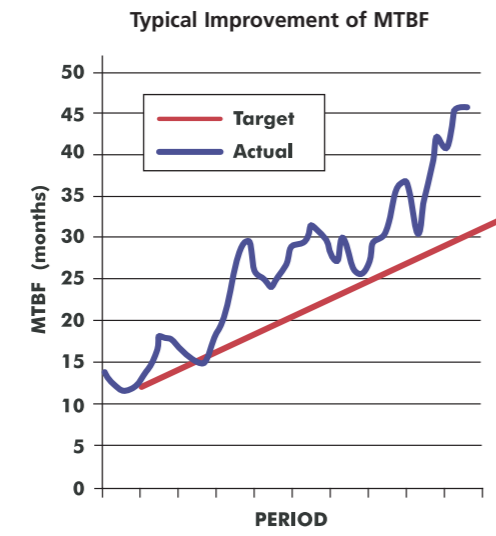
SETTING A NEW GOLD STANDARD FOR OTHERS TO FOLLOW

Nothing demonstrates the John Crane commitment to the highest levels of service more clearly than the company's Gold Service, which is offered to all seal repair and service customers.

Gold Service typifies John Crane's partnership approach to service provision by creating a framework for enhancing the relationship with the customer. With the aim of ensuring increased reliability and lower cost of ownership, John Crane undertakes to monitor and record the customer's seal repair and servicing requirements and subject the resulting data to Root Cause Analysis techniques. This allows problem areas and suspect items of equipment to be identified and remedial action to be considered. The process is also able to pinpoint operational errors which can be rectified with specialist training for the customer's own staff, which John Crane is happy to provide.

Another feature of Gold Service is an option that allows seal components to gradually be standardised, via a process of continual upgrading, in order to simplify the customer's spares inventory maintenance task. Customers can also benefit from a service exchange system (which can be accessed via e-business channels) whereby whole seals are replaced when due for servicing, rather than individual components, thus cutting spares inventory costs even further.

By combining the latest technology with the wealth of experience which the company has at its disposal, Gold Service represents a significant addition to the value of the overall John Crane service offering.



RAISING THE STANDARDS

In an effort to constantly improve performance levels, John Crane's customer service capabilities are subject to the same exacting attention as any of its other activities. A rolling international programme subjects the various service activities to regular scrutiny and ensures that they meet a series of demanding benchmarks which cover a variety of areas.

These include quality management systems which measure John Crane's adherence to the principles of ISO 9001. Where standards such as this that have previously been achieved are updated by the certifying body, new initiatives are put in place to improve the company's performance in the relevant areas.

The internationally recognised ISO 14001 standard is used to provide the targets against which the environmental impact of John Crane's activities are measured. Amongst the many initiatives which are

currently being implemented there is a programme to reduce water usage, carbon dioxide emissions and waste to landfill.

Health and safety is another area where the drive to improve standards has great impact on the company's service personnel, many of whom work remotely from their own bases. The internationally-adopted Occupational Health and Safety Assessment Series (OHSAS) 18001 specification is being increasingly adopted and a new computerised auditing system is being implemented to benchmark health and safety elements of John Crane sites.



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If the products featured will be used in a potentially dangerous and/or hazardous process, your John Crane representative should be consulted prior to their selection and use. In the interest of continuous development, John Crane Companies reserve the right to alter designs and specifications without prior notice. It is dangerous to smoke while handling products made from PTFE. Old and new PTFE products must not be incinerated.

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Global Service and Support





BRINGING EXISTING EQUIPMENT BACK TO ITS BEST

Central to the successful operation of any type of seal is the role performed by the components that are most vulnerable to the impact of natural wear and tear. Once this wear and tear begins to have an effect, the efficiency of the seal can begin to suffer. Yet peak performance can often be restored by rebuilding certain components rather than simply replacing them.

Given the critical nature of such wearing parts, it is crucial that any rebuilding is undertaken by highly qualified and experienced personnel, and this is exactly the type of service which John Crane is able to provide to its customers.

Using the most modern and technologically advanced seal test and refurbishment facilities currently available, John Crane is able to combine the rebuilding of individual components, with other refurbishment operations to restore a seal to its peak. Whether dealing with wet seals or gas seals, John Crane customers benefit from longer seal life, extended periods of reliable peak performance, and the rapid turnaround times which help to reduce seal inventory costs.

Yet quality is never allowed to suffer. John Crane adheres to a number of quality approval standards and also liaises with customers' own quality initiatives to ensure that all parties receive the same high level of seal repair and refurbishment service, no matter what their application.

INTERFACING SERVICE CAPABILITIES WITH THE LATEST TECHNOLOGY

Like any other area of its activities, John Crane's service capabilities benefit from the use of the most advanced computer technology. Typical of this technology is the company's specially developed Interface software programme which provides a practical and effective reliability management tool that is now in use in hundreds of locations worldwide.

Created by John Crane's own specialist personnel, the Interface software allows the provision of servicing to be approached with the aim of adding value for the customer at every stage. It achieves this by providing customers with a mechanism specifically designed to improve the ease and efficiency with which they can manage their rotating equipment reliability programmes.

Interface incorporates a comprehensive selection of reporting tools, including both root cause failure analysis systems and MTBF tracking mechanisms. Together, they provide the necessary data to build an accurate picture of performance and reliability, and this in turn allows reliability improvement programmes to be created, implemented, and have their success monitored on a continuous basis.

A variety of other John Crane proprietary engineering tools are available to assist customers in different aspects of the selection, application and design of sealing solutions for their particular application. These tools undergo a process of constant refinement in order to reflect the very latest material and tribological developments, and they are supported by a global application database which provides a wealth of background information drawn from John Crane's extensive experience.



GLOBAL SERVICE AND SUPPORT - WHEREVER YOU NEED IT

As the leading global producer of engineered sealing technology, John Crane enjoys an enviable position. This enables the company to provide sealing solutions for every type of pump application, yet always with the focus clearly on increasing operational reliability and reducing the total cost of ownership for the end user.

As a result, John Crane has many notable achievements to its credit, ranging from the creation of the world's first elastomer bellows seal in 1940, through to the introduction of its ground-breaking new LaserFace sealing technology in 2002. And while customers worldwide now expect such a progressive approach to development from John Crane, they have also come to rely on the unparalleled level of service for which the company is renowned.

A combination of outstanding flexibility, unrivalled technical capabilities and a partnership approach to creating effective solutions for its customers has earned John Crane a reputation as a genuine example of service excellence. Yet whatever the customer's location, John Crane's global network of service centres and mobile support engineers ensures that a wealth of specialist technical knowledge and industry experience really is only a phone call away.

No matter what the application, or wherever it is in the world, customers can be sure that there will be a John Crane representative local to them who can provide expert assistance. The result is faster turnaround times, greater reliability and the reduced downtime that only a true market leader can provide.

HELPING CUSTOMERS MAKE THE GRADE

John Crane's ability to provide a comprehensive range of seal upgrade and conversion activities underlines the company's mission to provide customers with a comprehensive sealing solution at every opportunity.

The basic message here is essentially a simple one – that John Crane has the knowledge, skills and resources to upgrade a seal installation in virtually any way the customer requires. While the company can convert even the most basic packed gland seal into its advanced, mechanical counterpart, John Crane goes much further than this.

At every stage, great care is taken to fully understand the intricacies of both the application, and of the products being pumped. Only then is John Crane fully able to advise the customer on exactly which of the many possible upgrade or conversion options is most

appropriate to their specific needs. Using the most advanced technologies available today – such as the ability to tag individual seal cartridges with unique identifying devices which greatly speeds up future upgrade and maintenance operations – John Crane can then carry out the conversion work.

This systematic approach creates an upgrade service which provides each customer with greater sealing reliability, reduced maintenance requirements and greatly increased mean time between failure (MTBF), all of which contribute to the overall John Crane aim of dramatically reducing the cost of lifetime ownership for each and every customer.