

Customer Support and Value

The MOGAS Difference

CASE STUDY

Page 1 of 2



MOGAS manager with operational personnel identifying support needs during a site walkdown.

A successful multi-year contract with one of the world's largest mining companies doesn't just happen overnight. Especially when it includes multiple valve sizes and classes, spare parts and a customized asset management agreement. But, this MOGAS success story really starts nearly twenty years earlier.

Lifetime Support

In 1998, MOGAS salesman (and owner) Louis Mogas won an order to provide more than 100 original C1 series valves to a remote slurry pipeline operation in South America. After installation, unexpected backpressures required some of the valves to be bi-directional. With the collaboration of the operation's EPC, the MOGAS CA-1AS valve was born, which set the benchmark that all other severe service, metal-seated valves would be measured.

These valves, ranging from 6- to 30-inch in classes 600, 900 and 1500, performed so well that very little routine maintenance was required throughout the years. But, as with all mechanical equipment, deterioration is eventual. So, recently MOGAS offered the client a customized MORE™ contract. MORE (Managing Operation and Repair Expenses) is a valve purchase and service plan that optimizes an operation's product investment.

The client identified areas of the plan most valuable to them:

- an online valve management program
- engineering application support
- spare parts availability
- predictive maintenance inspections of critical valves
- the purchase of a 30-inch Class 900 valve, when needed

Customer support means so much to remote customers, such as at this slurry operation. Plant operators often don't have the opportunity to interact with the manufacturing and application experts.

KEY FACTORS IN CHOOSING MOGAS

Remote reliability

Long-term relationship with MOGAS

Partnerships between EPC and MOGAS

Total cost of ownership

Personal attention

Valve performance

Confidence in MOGAS

Access to MOGAS technology tools, such as Valve Management Program

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Page 2 of 2

Total Cost of Ownership

The MOGAS valve service life is often more than twice as long as other severe service, metal-seated ball valves. A MORE contract will extend this slurry operation's longevity even further through walkdown inspections and scheduled maintenance intervals when activity is most cost effective and before equipment loses optimum performance. This type of partnership reduces operational and maintenance costs, and increases reliability and efficiency.

MOGAS customers know that if they ever have a problem, MOGAS would give the personal attention and be there to back up the product, just like Louis Mogas did twenty years earlier.



This MOGAS CA-1AS, 24-inch Class 900 with electric actuation isolates the choke loop in a pressure letdown choke station for copper slurry concentrate in Chile.



A MOGAS CA-1AS, 10-inch Class 1500 with electric actuation isolates the choke loop in a pressure letdown choke station for copper tailings in Chile.