

The Service Provider Difference

Are initial cheap “fixes” to your repairs and spare parts worth any potential long term risks that may be controlling the operations of your plant—which directly equate to your bottom line?

Review this table to realize some distinct differences and advantages between Original Equipment Manufacturers (OEM) and Replicators (Non-OEM).

Original Equipment Manufacturer (OEM)	Advantage		Replicator (Non-OEM)
	OEM	Non OEM	
Original valve designer is fully aware of all scientific and technical nuances applied to the manufacture and performance of the valve. A vital part of product development is testing, and very subtle changes can make big differences in valve performance.	✓		Can only attempt to reverse engineer. Unaware of design intent, so cannot accurately assign datum features and related tolerances.
Invest heavily in the specifics of the industries they serve. (ex: help develop and apply industry codes and standards, enhancements in plant safety & efficiencies at their own costs; partner with end users on R&D to not only advance the market, but to encourage repeat business.)	✓		Not typically involved in these types of efforts. They do not necessarily have “skin in the game” — only there for immediate fix and revenue, instead of ongoing remedies to eliminate future problems.
Proprietary coatings, manufacturing procedures, etc to ensure significant differences in the length of service life developed over decades. Improvements are made in order to manufacture & sell the next valve not simply the next repair.	✓		Their goal is to provide generic momentary “reactive” procedures. Leaving problems unresolved guarantees them repeat business (they are solely in the repair business — not the valve and customer service business).
Justifiable investments in the science of metallurgy to gain significant technological expertise and equipment	✓		Many consider this a non-essential step in regards to their ability to “bring in revenue.”
Numerous “Global” experiences, both broad and specific application knowledge	✓		Application experience limited to geographic “location.”
Spend extensive resources and dollars testing coatings and performance sensitivities of processing parameters to meet customer requirements and for a competitive advantage.	✓		Replicators will often try to “parrot” a proprietary coating, not fully understanding the relationships between base materials & coatings — as well as consequences to valve performance if coating is too thick or thin, etc.
Know the history of product developments, coating improvements, design changes, etc.	✓		Non-OEMs are basically outsiders looking in, and can only “guess” about certain changes or new developments for a particular product.