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United Utilities awards framework agreement to AUMA electric actuators



Stuart D'Henin, United Utilities AX4 Kit Project Manager (left) congratulates Ian Sully, Managing Director of Auma Actuators Ltd on the company's successful bid for a new electric actuator framework agreement. Lorraine Morton, United Utilities Contracts and Business Co-ordinator is also pictured

United Utilities, which provides water and wastewater services to around seven million people and 200,000 businesses, has awarded a highly sought after framework agreement to Auma Actuators. After a comprehensive bidding process, the agreement commits the utility to purchasing electric actuators from AUMA for two years, with options to extend this to a five year contract.

Representing the largest UK framework agreement awarded to Auma Actuators Ltd, the company will supply multi-turn, quarter-turn and intelligent bus systems to the FTSE 100 listed organisation.

Commenting on the significance of the contract, Ian Sully, Managing Director at Auma Actuators Ltd said: "With 140 water treatment works managed by United Utilities, securing the agreement has been a major contract coup for AUMA.

"We have a product that is set apart by its modular design and we pride ourselves in an ability to 'go the extra mile' regarding service and support: we are delighted that the strength of our offer has been confirmed with this agreement. Although we have an established relationship with United Utilities, we have never been complacent - we were extremely thorough in all aspects of the bidding process."

AUMA has worked as framework actuator supplier for United Utilities for the last three years as part of the AMP3 construction programme.

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AUMA advancements

Service is key focus for AUMA

Like all AUMA operations, emphasis at the UK division is placed on service and customer support. With this in mind, a new recruit has been appointed to assist in after sales for a rapidly expanding customer base.

New recruit

Larry Jones joins the service team at AUMA UK to help customers with both practical and technical support. With a lengthy track record working in a production environment, Larry is being prepared for his role with a comprehensive training programme encompassing the systems and products in the company's portfolio of electric actuators.

A major part of Larry's induction will focus on the benefits of AUMA's unique modular product design which provides customers with a fit and forget solution that gives them an 'adaptable advantage'. Larry will assist in the provision of service support to AUMA customers in the UK, Ireland and the Channel Islands.

Everyone plays their part

But service is not the sole responsibility of one department at AUMA UK. Working as a team, all members of the operation appreciate that they play their part in customer support and this focus impacts everyone from telephonist to test rig operator.

This shared philosophy regarding service means that there are no 'prima donnas' or, to use an expression from Esther



Colin Borrows head of service at AUMA UK (left) provides product training to new recruit Larry Jones

Rantzen's 'That's Life' programme nobody is a 'job's worth'. This concept is confirmed with AUMA's field force and, on the following two pages of Solutions, we go behind the scenes on a site visit to one of Southern Water's wastewater treatment plants.

AUMA in action

Service spotlight

John Callow has worked in a field service capacity for AUMA UK for over seven years and has previous experience within the organisation in production and assembly roles.

A breadth of experience is considered important at AUMA as this ensures technical competency and customer empathy and, supporting this philosophy, John's work for other companies has included a service engineer function for a crane lifting company and employment as a maintenance electrician. This combination of practical and technical expertise ensures that John, like all AUMA service engineers around the globe, is capable of understanding the requirements of the application from the customer's perspective and he can also provide on-the-spot advice for users.

John prepares for each site visit with a pre-meeting with other colleagues involved with AUMA's activities at the customer's site before stocking his vehicle with an appropriate selection of actuators and components from AUMA UK's warehouse.

Wide scope for service

Taking the example of a visit to Southern Water's site at Ashlett Creek in Hampshire, we illustrate how the service concept extends to a wide range of activity areas at AUMA. On arrival at site, John Callow has a meeting with Southern Water representative John Bonney to gain an update and overview of Ashlett Creek's actuator requirements. John Bonney has worked for Southern Water for 14 years. With considerable experience of actuators from previous work in power stations, John is respected as a specialist in this area of technology at Southern Water. His geographical area of responsibility runs from Christchurch to Calshot and Salisbury to Southampton and, on average, he travels over 15,000 miles a year for his work. *(continued on page 4)*

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Visit preparation

With John's experience of both wastewater treatment plant applications and the customer's specific needs, he selects a range of actuators and components from AUMA UK's warehouse

AUMA in action

Service spotlight continued

The 'two Johns' meet on site before walking to the first actuator location which is a drain valve. The requirements of the regulating duty actuator, which plays a key role in a wash water cycle, are reviewed and John Callow sets a parameter change to enhance operation.

Checks are run before moving on to the site's main inlet actuator at the site. The on-off duty AUMA SA actuator on a penstock valve plays an essential part at the treatment plant which supports a population equivalent of 15,000 and John Callow offers some technical advice on setting the unit to close on torque.

The combination of practical and technical expertise supported by a proactive approach to service is described by John Callow as the 'AUMA way'. When summing up the AUMA approach, Southern Water's John Bonney confirms that the two organisations work closely together as a team – an approach he sees as key to successfully optimising performance at utility operations.

AUMA Actuators has a network of service engineers around the globe endorsing the company's philosophy of a proactive partnership approach to customer support.

Further details and photographs relating to John Callow's visit to Ashlett Creek will appear in the December 2005 edition of Valve World.



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Meeting John Bonney on site

Southern Water's actuator specialist John Bonney (left) meets AUMA service engineer John Callow on site at Ashlett Creek Wastewater Treatment Works



Penstock valve inspection

The Ashlett Creek wastewater treatment works provides an essential service supporting a population equivalent of 15,000



Drain valve inspection

AUMA's John Callow provides advice and sets a parameter change to enhance drain valve operation



Concluding site meeting

AUMA's partnership philosophy includes a de-brief and planning meeting

Product profile

ATEX actuators included in rapid response service

As part of AUMA UK's rapid response delivery service, ATEX compliant actuators are delivered ready for installation within three weeks of order placement. As such, the specialist products, which are designed to meet latest ATEX directives (94/9/EC), are available within the company's standard supply period.

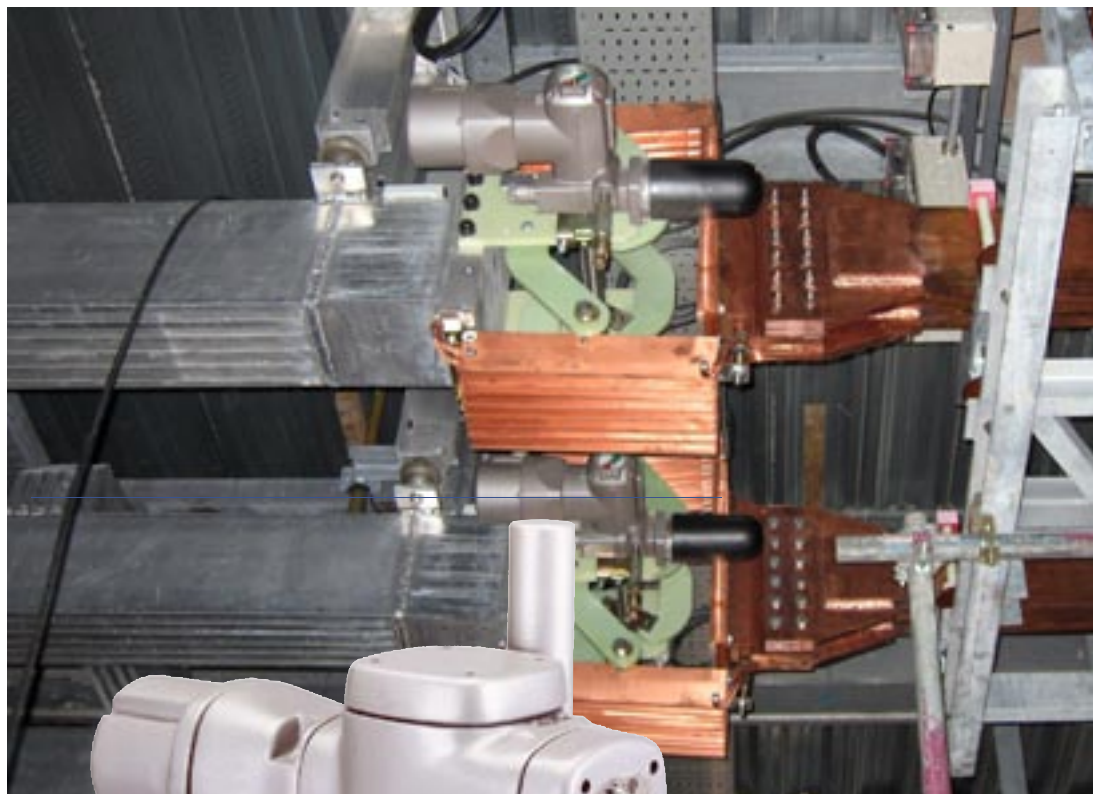
As part of this service, AUMA offers a complete range of actuators to meet all ATEX requirements. Products include explosion proof SG quarter-turn models and SA multi-turn actuators.

A comprehensive range of ATEX approved gearboxes including worm, bevel and spur options complements the product offer.

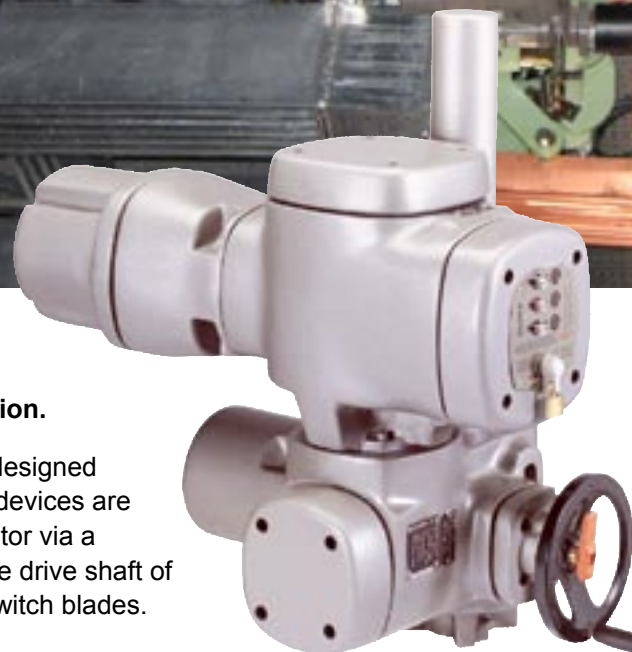
Switched on solution

AUMA technology has been incorporated in an innovative circuit breaker solution for high voltage electro-chemistry applications. Used for personal security in environments such as steel mills and graphite plants, the actuators overcome the strength of force to open or close electrical switch contacts. Additionally, the actuators enable remote operation which ensures staff protection.

The circuit breakers manufactured by Ritter Aluminium have been designed for voltages up to 1,800 V and currents up to 20 kA. The switching devices are operated by converting the rotational movement of the AUMA actuator via a lever system to a switch blade. The lever system is connected to the drive shaft of the circuit breaker which results in the opening and closing of the switch blades.



An Innovative high voltage solution



A wide range of actuators are included in AUMA UK's rapid response supply service

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AUMA in Action

Prestigious Syrian contract signed

AUMA has signed a prestigious contract to supply electric actuators to two Syrian gas turbine power stations. The company's products will be utilised in the extension of stations in Nasserieh and Zayzoun which are run by Syria's Public Establishment of Electricity for Generation and Transmission.

AUMA will provide over 380 actuators, actuator controls and gear boxes which will play a key role in boosting electricity production to more than 300 MW at the extended power stations.

Power base extended

A contract gain for AUMA Actuators in Vietnam has extended application of its products to include the Uong Bi Power Plant. Existing sites for the company's actuation solutions in the region include the combined power plants at Phu My, Ba Ria and Cao Ngan.

The tender win for the company to supply more than 300 actuators for an extension of the Uong Bi plant was attributed to the proven quality and reliability of the AUMA Norm actuator range. Modular design with integral controls was another important selection criterion as this facilitates upgrades as required to meet the plant's changing requirements.

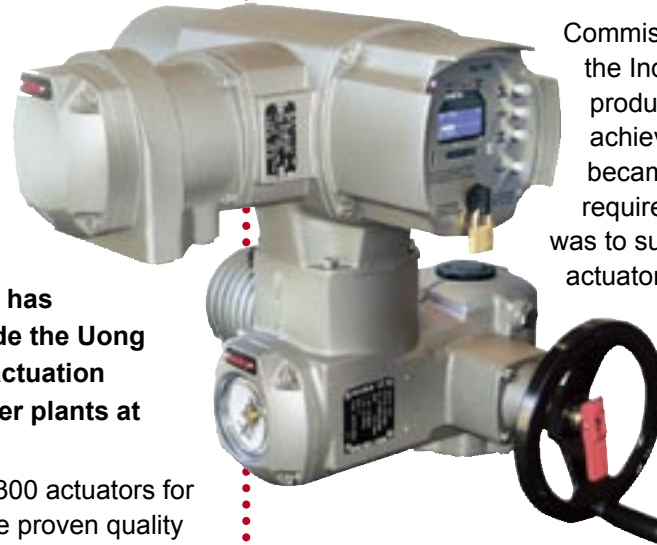
Over 300 AUMA Norm actuators will be supplied to the Uong Bi Power Plant

Non intrusive design secures significant Indian order

A non-intrusive design offered by AUMA was a key reason for selection of the company's electric actuators for a major refinery upgrade at Mathura near Delhi. The contract is a significant development in AUMA's supply of non-intrusive, explosion proof products to the Indian market.

Commissioned in 1982, the refinery is operated by the Indian Oil Corporation Ltd. It is the largest oil producer in India and the first refinery in Asia to achieve ISO-14001 accreditation. The upgrade became necessary in order to meet future fuel requirements and the scope of the AUMA contract was to supply 60 explosion proof, non-intrusive actuators delivered with two different interfaces.

The non-intrusive features of AUMA actuators supplied to the Mathura refinery mean that tools are not required and the housing does not have to be opened for setting



AUMA - the world's leading supplier of modular electric actuators ...
... providing the adaptable advantage

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