

onsite technical troubleshooting

Overview

Many of our engineers spent time at sea before joining ExxonMobil, so the technical advice they offer customers is based on “real-world” experience. They will work with your shipboard personnel to resolve problems and to recommend operational or maintenance changes that may result in significant cost-savings.

Listed below are some of the skills and resources that our engineers offer.

Description

- Provide onsite technical troubleshooting of equipment lubrication and/or mechanical problems
- Have available a wide range of internal and external technical resources to assist in the troubleshooting
- Use current technology tools such as oil analysis, deposit analysis, filter analysis, borescope analysis, infrared temperature scanning, gear and bearing failure analysis, etc.
- Work closely with customer technical and equipment builder personnel
- Analyze situations within the context of existing maintenance programs and data

Application

- Inspect problem/failed components as well as components operating under similar conditions to develop baselines and trends
- Determine type of problem — repetitive, normal service life, design, random, overload, misalignment, installation damage, faulty cleanup from previous failure, contamination, etc.
- Gather all necessary background data on system and component history
- Consult with the equipment builder’s technical and service personnel as necessary
- Interview vessel maintenance personnel and any outside repair shops involved in recent repairs



Many of our engineers have spent part of their professional lives at sea enabling them to offer technical advice that isn't just theoretical, but also practical.

- Correlate data from various monitoring tools and programs
- Recommend appropriate changes in design, lubrication, operating conditions and maintenance procedures

Deliverable

Engineering Service Report from ExxonMobil that includes findings, recommended changes to operational and maintenance practices, if any, and estimated value of the service provided.

Potential Benefits

- Reduced downtime and avoidance of repeat premature failures
- Prompt resolution of problems
- Improved knowledge of equipment, operation and maintenance
- Lower maintenance costs and improved equipment productivity

Safety, Health and Environmental Awareness

ExxonMobil lubrication specialists:

- Are attuned to the hazards of handling, storage, and use of petroleum products
- Coordinate efforts through designated vessel/office technical personnel
- Strictly observe the site's safety rules and ExxonMobil's safety practices
- Provide recommendations to reduce the hazards associated with spill, leakage and fire

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