

# Factory Seals



## PROTECTING YOUR VALVES, SAFEGUARDING YOUR WARRANTY

When you purchase a valve from CIRCOR, it will arrive at your location with a “factory seal.” This seal is usually a cable tie that is there to protect your valve and your warranty. The factory seal serves several purposes:

1. **It serves as a physical barrier.** To access to the inner working of the valve this cable would have to be physically removed.
2. **The factory seal serves as a “reminder” to think before you open** up your valve without first calling CIRCOR. Your warranty provisions are tied to you using factory authorized service providers, and once the factory seal is removed, your warranty may be invalidated.
3. **Reminds you that CIRCOR will take care of a defective valve during the warranty period.** Why hire a third party and spend money to work on a valve? If it's under warranty, you will be paying nothing to get the valve repaired correctly by CIRCOR with genuine parts and authorized service techs.
4. **This seal is here to protect your substantial investment** in this equipment. We know you have choices in who services your equipment, CIRCOR and our service providers have your best interests in mind.

### WHO DO YOU WANT WORKING ON YOUR VALVE?

You always have the right to buy parts from a third party, but there are risks with taking that course of action. Our warranty is tied to you using a CIRCOR service provider, or a provider approved by CIRCOR. Once the seal is cut and the valve turned over to a non-CIRCOR approved service provider, you may lose your warranty benefit.

For example, you might think it is cheaper to go to plumbing repair house to have work done on your Leslie heater – but if they don't have access to the parts and drawings, are not trained to work on it, and they do not repair it properly, your cost in the long run will be far greater than coming to us direct.

With CIRCOR you'll get the benefits of our complete aftermarket products and services that third party providers cannot offer you:

- ▶ **Factory trained techs**
- ▶ **We back up our work.** Your complete satisfaction is our goal.
- ▶ **OEM Parts/Kits Program** – Order the OEM parts you need easily while decreasing liability, repair costs, and downtime and increasing the life of your valves. Instead of just purchasing a single part for a valve, you will buy groupings of parts from the four principle areas of a valve's construction. By replacing all the parts in a single group you are protecting your company from potential liability due to possible mishaps from a malfunctioning valve.
- ▶ **Rotable Program** – a trained CIRCOR technician will inspect your valve's trim and replace the old trim with brand new factory trim, extending the life of the unit. We send the old trim back to the factory for evaluation and possible reconditioning. Once the trim is reconditioned we return it to you to store for future use on the valve. You avoid delays and costly valve cutout and reinstall charges. You benefit from OEM manufactured parts (100%) and OEM soft goods to return the valve function to “Class A” operation.

Remember, your warranties are tied to us – so be sure to find out about getting service from us – that's what the Factory Seal program is all about.



12501 Telecom Drive, Tampa, Florida 33637-0906  
Phone +1 (813) 978-1000 | Fax +1 (813) 978-0984 | [www.circor.com](http://www.circor.com)