

Regional Service Centers Provide Quality Parts and Services While Minimizing Lead Times

Customer service is a priority for The Babcock & Wilcox Company (B&W). As a leading manufacturer of power generation equipment since 1867, we realize the importance of convenient service center locations and immediate response for scheduled and unscheduled outages.

Designed to serve you

To more efficiently meet your needs, B&W has fully equipped regional service centers located throughout the country. Our service centers are supported by highly qualified design, engineering and manufacturing personnel to ensure component quality.

B&W service centers can customize a wide range of rebuild and refurbishing services to meet your specific needs while minimizing lead times and costs. In conjunction with our Assured Stock Program®, the service centers will



A wide range of remanufacturing services are available at B&W's service centers to meet your specific needs while minimizing lead times and costs.

also maintain inventory levels to support your emergency requirements as well as manufacture parts and components based on your forecasted needs. In the event of an unscheduled outage, our Customer

Service Express Line is available 24 hours a day, seven days a week for complete emergency assistance. Call toll free 1-800-354-4400.

B&W also offers equipment exchange programs. We stock roll wheel assemblies and gear drives that have been completely remanufactured to current design specifications. This equipment is available for immediate shipment.

Rebuilds maximize service life, minimize costs

To help maintain high availability and maximum service life from your roll wheel and gearbox assemblies, B&W service centers offer a comprehensive rebuild program. Our rebuild process includes evaluation for possible reconditioning and reuse of existing components, as well as allowing for use of your inventoried parts. If a retrofit is applicable



Our Assured Stock Program® inventory management system will support customer's safety stock levels, emergency requirements, and parts manufacturing based on forecasted needs.

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to your assembly, it can be incorporated at this time. All parts are inspected to B&W's exacting OEM specifications and, upon completion, your warranted remanufactured assembly is returned to you for years of reliable service.

Order consolidation for easy confirmation

B&W works to make your job easier. No matter how large or small an order may be, our regional service centers will assemble all your components – whether new, refurbished or remanufactured – in one place prior to delivery. You receive everything in one shipment with convenient labels and packing lists for easy confirmation of your order.



B&W's regional service centers offer quality replacement parts and rebuild services to support all pulverizer gearbox requirements.



An extensive supply of boiler tubing stocked indoors means lower cost, reduced lead times and quality tubes.

Service center capabilities

B&W applies many years of field experience and knowledge to our full service customer assistance programs, which include:

- Component refurbishments for E/EL pulverizers:
 - Air seal housing
 - Top bearing plate
 - Yoke
 - Spring bolt bracket assembly
 - Main shaft assembly
 - Pinion shaft assembly
 - Oil pump

- Component refurbishments for B&W Roll Wheel® pulverizers:
 - Roll wheel assembly
 - Gearbox assembly
 - Burner assembly
 - Attemperator assembly
 - Air heater gearbox assembly
 - Assured Stock Program inventory maintenance

B&W's regional service centers provide accessible, quality parts and reliable, cost-effective services, which are all part of our continuous commitment to customer satisfaction.

delivering
proven results

www.babcock.com

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For more information, or a complete listing of our sales and service offices, call 1-800-BABCOCK (222-2625), send an e-mail to info@babcock.com, or access our Web site at www.babcock.com.

