



Dunn's Valve Testers
OEM Spare Parts Program
www.dunnsvlvetesters.com

DUNN'S VALVE TESTER INC (DVT)

OEM SPARES PROGRAM

DVT value and take pride in the build quality and the reliability of our machines. We've got machines being used daily for more than 20 years and only with the replacement of some parts does ensure our machines and dependable and durable. The best way to help guarantee this record of performance is to ensure you use DVT OEM spares. Here are DVT top three reasons why we believe you need to buy DVT spare and replacement parts:

1. **Value.** When you're in the market for a spare or replacement part, how do you calculate its value? Is price your only consideration? We all know that you can look online and find non-OEM suppliers offering cheap prices. However, are these cheap parts truly a value? DVT believe there's inherent value in purchasing from the original manufacturer of the equipment. That value is reflected in engineering expertise, upgrades and new features not available elsewhere. Ultimately, it will also be reflected in optimal operational performance.
2. **Less downtime and Storage costs.** DVT has well-stocked spare and replacement parts inventories for our machines –and when you require parts they are readily available, you can keep downtime to a minimum. DVT feel it's imperative to offer value pricing. Moreover, we are refocusing our effort to retain and regain maintenance contracts. These contracts can minimize downtime, too, since we provide a level of service and spare parts beyond what a standard repair service offers.
3. **Customer service.** When you buy DVT OEM parts, you treat yourself to a level of customer service that only the company that built the machine can provide. For instance, our goal is to not only provide the spare and replacement part you need, but to also offer exceptional customer service across multiple customer touchpoints –from on-site service technicians and our phone help-desk to our sales account managers and online support.

The next time you need a spare or replacement part – whether that's in an emergency or as part of your spare parts inventory management program. DVT hope you'll stop for a minute to consider value, downtime and customer service.

When you're our customer we want to know what you need –and **why** – and then, while we have your attention, we want to know what more we can do to make your experience even better.



DVT Spare Part Process

1. Identify with the part worn, broken or not working.
2. Call (281 350-4767) or text (832 623-4172) a picture of the part and a description of the problem, to our facility with the problem.
3. DVT will advise on what is required to return your machine to full service, with this part of the process we like to call directly with our client to ensure we are providing the correct parts and any advice is completely understood
4. We will issue a quotation with a breakdown of all the costs
5. DVT will package and return the parts to our clients. Using our preferred shipping agent or clients.
6. DVT will be available to walk our customers through installation and startup (if required)
7. DVT Invoice will be due + 30 days of the receipt of the parts to the customer