

Chesterton's Unique Ap

After almost 130 years in business, A.W. Chesterton Company's roots in quality and value have continued to thrive through its commitment to providing customers with reliable, efficient, and economic solutions. Founded in Boston, Massachusetts in 1884 as a purveyor of steamboat and engineering supplies, Chesterton quickly expanded to begin manufacturing and rapidly grew as a focused provider of sealing solutions for a wide variety of process industries. Now, as a fourth generation family owned company, Chesterton has built on its strong product solution and service background to provide the local support needed to service its customers worldwide.

Valve World Americas had the opportunity to visit Chesterton's Groveland, MA facilities to learn about the company's efforts in acting as a business partner with clients, the importance of its product development, and the future of the A.W. Chesterton Company as the company moves forward through its second century in business.



By Sarah Bradley

Chesterton is a family-owned company so they can have a long-term balanced approach to their business and focus on providing their customers' value. What differentiates Chesterton is the ability to solve more than one problem in more than one way. We have very strong technology and highly engineered products. Whether it's packing for a valve, polymeric sealing for ultra-high pressures, valve coatings to reduce wear, lubricants and mechanical seals, or if it's engineering assistance, they have a solution.

"At the end of the day the customer wants to lower emissions, ensure safety, and be more efficient. We can provide solutions that allow that – making their products cost less while maintaining or improving quality. Being a business partner & knowledge provider is important to us. Our strategic focus is to become a partner with our customers to enable them to be more efficient, improve their performance and meet safety and environmental goals. Being a knowledge provider is a large

enabler for us. The best way to be able to deliver solutions to our clients is by developing our knowledge and to pass it on to them. We need to understand their market dynamics, trends, applications, standards, and to know what works and what doesn't. In order for a customer to trust us with their business, we need to have that depth of experience and the ability to deliver a meaningful, competitive advantage to them for their marketplace," said Scott Boyson, Director of Strategic Accounts and Market Development.

Chesterton prides itself on being able to build relationships with their customers that will endure over time, be nurtured through mutual efforts to improve product performance and quality, and remain consistent in the reliability of service. It is the people that bring value to Chesterton. It's comforting for our clients, channel partners, and our specialists to be able to call up year after year and still find that they can deal with the same person that has helped them resolve difficult applications in the past,"

said Thomas Richard, Manager Global Technical Services – Engineered Polymer Solutions. "It's that personal relationship that you have developed, based on value that builds their confidence in our company." Maintaining that close connection with the customers and their market has always been the fundamental basis of Chesterton's business model. Now, Chesterton has developed ways to ensure that deeply-rooted relationship is nurtured on all levels of business from engineering to customer service to the executive level.

The company maintains that relationship by working with its channel partners and training sales staff to ensure that customers can rely on the consistency of Chesterton products and service throughout the globe. Ensuring that the company is able to provide technical knowledge and assistance is a driving force behind Chesterton's company culture.

"Training our field personnel on the technology, application, and installation of valve sealing and repair so that they are able to help customers is a critical component for success. We have a training and certification program for both our partners and customers to make sure that they are qualified and comfortable installing the devices that we sell them," said Ron Frisard, Field Product Manager.

"Training also helps us to keep consistency with our clients globally, making sure we are all working in a similar fashion. We look for partners that are aligned with our goals of being a true knowledge provider interested in delivering and receiving greater efficiencies and who are ready to grow with us," revealed Charlene Zerbinopoulos, Global Training Manager.

The level of knowledge, engineering, and testing combined in the develop-

ment of Chesterton's packing and sealing products is an important component of the company's product solutions. Chesterton segments the valve sealing industry into three areas of focus: End Users, OEMs, and Service Providers such as contractors and valve repair shops. With each segment, Chesterton is able to provide tailored, engineered solutions for the valve sealing needs of a variety of industries such as offshore, refining, exploration, mining, chemical, nuclear, and fossil power. While each segment has its own set of specific requirements, all clients are looking to Chesterton for sealing high performance and quality, strong application knowledge, technologically advanced highly engineered products, efficient manufacturing, technical support, and reliability.

"We have clients with applications that



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nation of materials, technology and experienced people make the difference," explained Neil Dickson, Chesterton's Application Engineering Manager – Mechanical Packing.

"Our ability to custom blend and manufacture specific materials gives us the capability to handle some of our most difficult challenges. We take higher end manufactured polymers and load them to create a seal. For instance, we are producing five different blends of PEEK polymer material and are able to control the quality – which is critical because these tough applications demand flawless material," said Thomas Richard. "When no one else can tackle the challenge, people know Chesterton can handle the tough applications."

Performance Testing

With the importance of valve sealing and packing in the reduction of emissions, Chesterton has made a significant investment in maintaining its commitment to properly testing its products. With construction of new facilities to increase the testing capabilities of their current test labs, the company is able to offer customers testing to API 624, API 641 and ISO15848-1 certification standards. Testing can be performed with methane, helium, and steam.

Chesterton's engineering team works together with OEMs, end users and aftermarket repair representatives to ensure that their sealing solutions pass the required API624, API 641 and ISO 15848-1 certifications. This helps their clients make certain that the valves they

range from straight forward to very demanding in a variety of industries. It's situations like that where we try to augment our product line to extend the service life of sealing their valves and to ensure they don't have to worry about leakage. We will bring different engineering teams together to find a combination of our engineered products and specialty materials, in addition to the mechanical packing to find a sealing solution. With the difficult challenges the industry is facing, Chesterton's combi-



use are working at the highest level of efficiency and functionality. The investment in on-site testing allows Chesterton to work with OEM valve manufacturers' to test various types of valves, sizes and pressure classes. Not only does Chesterton test to current and future standards like the API 624, API 641, but also to troubleshoot or replicate what may have occurred in the field.

Quality Counts

Maintaining quality through the service they provide, Chesterton holds a deep sense of pride in the quality of the products they supply. Ensuring customers of the highest level of products is important to the company's brand, and while cost effectiveness is always a goal, quality is never to be compromised. We are an ISO-certified company, dealing with the most regulated industries on an everyday, global basis. Quality is built into the product from the very beginning of the concept, design, and development phases, so the end result is a high performance quality product. The quality process is constantly monitored and tracked.

Low Emissions Solutions

Chesterton currently has certified low-leaking packing technology options for block valve applications in both rising stem and quarter turn valves. These solutions have passed stringent API 622 standard and meet ISO 15848-1 low leakage requirements

without packing adjustments.

Large critical valves and demanding applications are being reliably sealed from turnaround to turnaround with Chesterton's unique live loading technologies. Its cartridge live load system provides consistent packing load with a visual indicator in case of loss of load. This not only helps in increasing the packing performance but also the overall sealing reliability as it allows operators and technicians to take preventative measures before failure.

Off-the shelf valve packing repair kits for popular control valves come with a Chesterton five-year warranty. Using our product and solutions a control valve can be ensured to leak below 100 PPM for five years with proper training on the installation procedures. Engineered control valve sealing kits are also available for less popular control valves.

Expanding into the future A.W. Chesterton Company, will continue to pursue growth in the future by further investing in the products that set them apart in quality and engineering. "Chesterton has tremendous brand recognition for quality and performance and our ability to provide local support is outstanding," said Raman Hanjra, Packing Global Product Line Manager. "Our subject matter expertise on Low Emission sealing enables us to provide value to our partners and customers, by helping them in making their equipment more reliable, efficient, safer and compliant to latest environmental standards."

The views and opinions expressed in this article are those of the profiled company and do not reflect the position of Valve World Americas.