Optimize Your Technology Investment with Services and Support
Maximize the Return on Your Technology.

Count on Honeywell Field Solutions to help you streamline startup and optimize the lifecycle of your automation investment. Honeywell’s global service and support team will help you maximize the return on your technology investment through personalized service and assistance throughout the life of your installation.

**Design and Installation Expertise**

**Site Survey**
Experience a higher return on investment by starting off with a thorough analysis of your project. This site survey includes an inventory of existing equipment, recommended instrumentation and evaluation of internal obstructions and external observations. Honeywell can determine whether additional maintenance or repair will be necessary to help establish your budget.

**Product Configuration, Programming and Calibration Support**
Whether it’s a resource constraint or a complex application installation, we can help you configure your Honeywell equipment quickly and accurately. For example, we ensure tank gauges, blenders, injectors and provers comply with applicable standards. Our technicians work with personnel to help ensure proper ongoing operation and maintenance.

**Product and System Integration**
Honeywell’s experts provide integration and communication between other products and systems. We work with your scope of work definition and with a detailed explanation of your desired operation. Along with the equipment, Honeywell can supply configuration worksheets, device wiring diagrams and configuration/application files. All work is performed at a Honeywell Technical Assistance Center (TAC) facility.

We also act as system integrators, providing database customization and pre-test services using our advanced simulation process. For example, this service can increase the value of your investment in tank inventory management programs.

Consultations for loop tuning or other user adjustments are also available.

**Commissioning**
Honeywell installation manuals are comprehensive and easy to follow. Our technicians provide the assurance that the installation is done correctly and perform a final inspectional to mitigate risk of any potential problems.
Industry-leading Maintenance and Support

Software Service Contracts
Our software service contracts provide unlimited support from our help desk, regular software upgrades and field support. This begins the moment the software is put into operation.

Standard Warranty Services
If an equipment problem is diagnosed at any time throughout the warranty period, our TAC engineers will resolve the issue consistent with our product warranty guidelines.

Extended Warranty - Advantage Plus Support Packages
To extend your warranty, Honeywell offers comprehensive support packages for a choice of one or two years beyond the initial product warranty. In addition to the extension of the initial standard product warranty for the time period selected, Advantage Plus Support benefits include:
• Honeywell technical support is extended for all covered products throughout the entire contract period
• Preferential evaluation services
• Preferential global warranty replacement
• Should a covered instrument require repair for non-warranted fault we will supply a loaner unit (based on instrument type and availability)
• Express shipment of warranted items returned for repair or replacement
• No fees for software upgrades

Field and Shop Repair
Our service technicians have the necessary equipment to diagnose and make on-site repairs. With an extensive knowledge base, we can quickly and efficiently address mechanical, power or electronic problems and correct calibration errors. We can then make repairs immediately or send for the proper parts from our extensive inventory.

In addition, we have extensive global repair facilities with a complete stock of boards and parts to ensure quick turnarounds in the field and in our service centers.

Benefits of Honeywell’s unmatched service and support expertise includes:
• Get online faster with a smoother startup
• Minimize troubleshooting delays during the initial programming and implementation
• Maintain operations despite any turnover in personnel at a predictable cost
• Optimize performance, capacity and availability
• Upgrade or migrate to newer technologies

We do this through a series of service offerings for:
• Design and installation
• Maintenance and support
• Remote monitoring
• Optimization
• Training

Spare Parts
We always have spare parts in stock in our global locations. For withdrawn products still supported, we always do our best to find a solution as soon as possible.

Remote Monitoring
Honeywell can remotely monitor, diagnose and service your gauges and systems while in operation. Instead of waiting for problems to happen, we can continually monitor the condition of equipment, and collect accurate and reliable information. This helps to minimize support calls, reduces the number of unscheduled or unnecessary service visits and increases uptime to further enhance productivity.

Optimization
In addition to maintenance and troubleshooting to keep your products and systems running, Honeywell offers services and support to optimize your technology investment including evaluation and upgrades.

Evaluation and Upgrade Support
Honeywell's support team is available for the evaluation and upgrade of existing Honeywell products which helps to extend the useful service life of equipment and maximize the value of your investment. This service can help you minimize troubleshooting time. It also ensures optimum performance when process lines are redesigned or when previously decommissioned equipment is being reinstalled after being held in storage.

Support includes the ability to expand the capabilities of your equipment, including software upgrades.

Product/Instrument Loaner Support
There are times when you may benefit from leasing equipment, rather than purchasing it. Situations such as performing surveys, providing backup instrumentation while another unit is being repaired, developing third-party interfaces or even working out configuration development prior to actual product receipt could all be served with leased, rather than purchased equipment. Some Honeywell products may be leased in weekly increments (two-week minimum) based on availability.
Lifecycle Management

Honeywell’s Lifecycle Management approach provides a long term, risk sharing partnership to managing installed assets with the flexibility to structure a program offering a lower cost option to meet asset management needs. This program is uniquely designed to maximize the expected results from installed hardware and software.

When you choose an instrumentation supplier, consider how they will help you support the lifecycle of your product. Honeywell can provide the best instrumentation covering a wide range of applications. We can also provide industry expertise and the ability to meet your field and control room requirements.

Combine this experience and our innovative product offerings with the extensive support of the Honeywell service organization in product startup, maintenance and training, and you have a partnership with a company who partners with you for the lifecycle of your investment.

Training

Honeywell’s experts can provide training on particular features of our products or even the integration of third-party products with Honeywell products. Our range of training options include:

- Telephone: Honeywell’s experts can provide training by teleconference to meet your requirements.
- On-Site Training: When the type of training is best suited to being held at your location, Honeywell’s experts can provide on-site training. This can also include hands-on use of product.
- Honeywell Facility: Honeywell offers standard and customized training sessions in our advanced training facilities.
- Remote Meeting via Internet/Telephone: Honeywell’s experts can also create and provide remote meetings designed to meet your requirements. These meetings are interactive, live training sessions.

For More Information

To learn more about Honeywell’s service programs, contact Honeywell Field Solutions in your region or email HFS-TAC-Support@Honeywell.com

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Our Experts are a Part of Your Team

Our service professionals are experts in their field and have the necessary global certifications to safely install and maintain your equipment. We become part of your team and are dedicated to your plant’s safety, reliability, efficiency and sustainability.

Before Installation

- Site survey
- Consulting
- Project planning
- Function design specification
- Product selection

During Installation

- Hardware/Software supply
- Supervision of installation
- Specific application development
- System configuration and integration

After Installation

- Commissioning
- Acceptance testing
- Training
- System optimization
- Remote and onsite service programs, extended warranty, help desk and emergency support