Without good maintenance and support, the benefits of automation systems decline over time. Honeywell’s technical assistance and global industrial experience help you protect your automation system for long-lasting benefits. Honeywell’s service program keeps your automation assets as reliable, efficient, and modern as possible. Your ability to thrive in a highly competitive landscape demands quality products delivered on time, every time. Total Care Remote Services for Modular Control Systems enables your plant to meet these challenges.

From installation and commissioning to start-up and ongoing operations, Remote Services has you covered with timely and expert support. Factory trained and experienced Remote Service engineers provide technical support, prompt answers to questions regarding procedures, documentation, operation, service, training and system enhancements. Remote Service also includes a review of operational procedures, software analysis, and diagnostic evaluations when required.

STANDARD AND ENHANCED LICENSES
Total Care Remote Service offer both Standard and Enhanced licenses that help customers to maximize their investments in automation systems, and gain complete flexibility in how they manage, support and fund their plant controls to meet the business demands.

Standard License assures you of the assistance required to keep your modular control system assets performing in the most reliable manner. It helps sustain the value of your Honeywell control system over time, including telephone technical assistance and a subscription to software patches.

The Enhanced License program combines software upgrades and patches with expert support and diagnostics to boost productivity. With access to expert assistance and latest technology enhancements, our enhanced service results in a defined plan to extend the life of assets and minimize the risk of unplanned interruptions.

STANDARD SERVICE LICENSE
- Software Patches 1 Year
- Technical Support 1 Year

ENHANCED SERVICE LICENSE
- Software Patches 1 Year
- Upgrades 1 Year
- Enhanced Technical Support 1 Year

COMPREHENSIVE SUPPORT
Honeywell’s service licenses are backed by our three-tier support structure for complete confidence.

Level 1 Remote Service engineers are available for local time zone, and your first contact. They’ll take your service request by telephone or email and act on it fast.

Level 2 Global Remote Service engineers with higher-level expertise or domain-specific skills offer guidance and instructions to Level 1 engineers where problems cannot be immediately resolved. If a problem is diagnosed as product-related, rather than application specific, they’ll raise a PAR (Problem Anomaly Report) and escalate the issue.

Level 3 engineers from our global technology R&D team offers the highest expertise available on Honeywell’s products to guide Level 2 or Level 1 engineers and get you up and running quickly.
HONEYWELL’S STANDARD WARRANTY AND REMOTE SERVICE SUPPORT ARE AVAILABLE TO HELP MINIMIZE RISKS.

STANDARD HARDWARE WARRANTY
No plant is immune from the risks of unplanned outages, missed production schedules, obsolescence, software upgrades, and possible hardware failures. When these occur they can result in financial loss, unrecoverable costs, missed opportunities and customer issues. Every Modular Control System installation is backed by Honeywell’s one year Warranty.

Standard Warranty and Remote Service Support can include any or all of the following:

Factory Hardware Warranty for one year.
Defective hardware will be replaced during the warranty period and necessary RCA (Root Cause Analysis) performed on customer request.

Software Patches for one additional year and renewable thereafter.
Provides Honeywell software updates or patches as applicable.

Provides extended Remote Service for product configuration, integration and troubleshooting and support for software update, upgrade, and addition of features within the current software release.

BENEFITS OF STANDARD WARRANTY AND REMOTE SERVICES
- Covers 100% of covered parts
- Protects your company from unplanned repair and replacement costs
- Maintain operations despite any turnover in personnel at a predictable cost
- Minimizes the risk of unplanned downtime
- Minimizes troubleshooting delays through on-call expert Honeywell engineers
- Optimize performance, capacity and availability
- Minimizes unplanned expenses resulting in reduced overall ownership cost
- Eliminates system obsolescence through Honeywell-managed system migrations
- Enables your operation to reap the benefits of the latest Honeywell software enhancements.
Small project or large, new plant or expansion, Honeywell works together with our authorized channel partners to deliver support when you need it. From installation and start-up through system maturity and future expansion, authorized channel partners or systems integrators for Modular Control Systems give you access to experts close by who know your operation and can work with you as your needs grow and change.

For more information
To learn more about Honeywell’s Total Care Remote Services, visit www.honeywellprocess.com or contact your Honeywell account manager.