



Technology Enabled High Speed & High Quality Issue Resolution

Service Note

Honeywell Marine introduces a proven methodology using state of art remote connectivity to your vessel enabling Honeywell experts to oversee the issue remotely, perform diagnostics and help speedy resolution.

For Honeywell marine installed (Radars, Temp/Pressure sensors, bubbling cabinet etc) vessels, Honeywell offers diagnostics on the vessel through remote connectivity. Honeywell provides expert advices and guides the crew to resolve issues quickly remotely, saving time to diagnose, avoids personnel visiting the vessel for diagnosis and enhances the crew's technical capability by Honeywell experts.

Further, Honeywell personnel makes quick decisions to arrange personnel to board the vessel, if needed, with very specific procedures and spare parts.

The traditional approach to resolve the issue on the vessel has been like - expecting Honeywell experts to visit the vessel (mostly odd times) and in person for every single diagnosis and issue resolution, causing delay in issue resolution which also becomes expensive to the customers. In some cases, customers took the risk to engage locally available resources. This resulted in rework, issue becoming bigger and even more expensive.

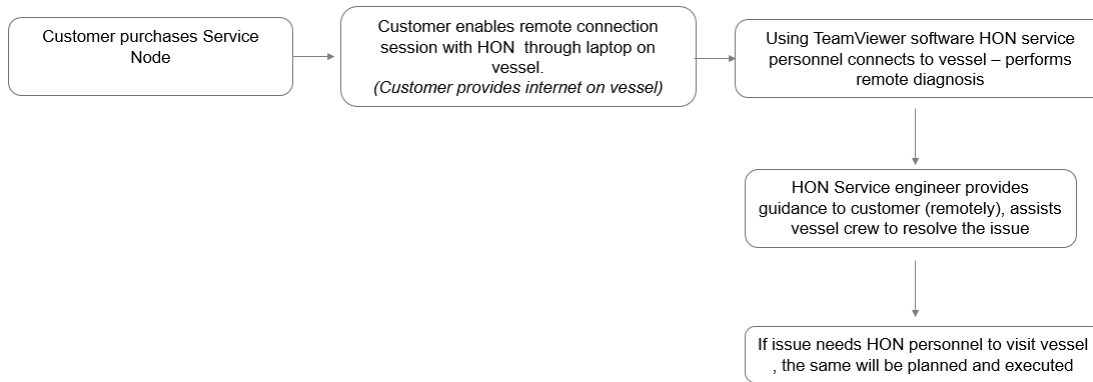
Honeywell's remote connectivity service capability introduces a "Service node" based solution which is highly proven in our Industry. The service node is a collection of a Honeywell tested laptop with diagnostics software preinstalled along with accessories.



FEATURES & BENEFITS

- Ability to diagnose the issues on vessel without wasting time
- Honeywell expert working on the issue resolution by directly connecting to the vessel
- Customer preferred way of connection onto vessel and customer choses the internet service provider they wish to connect to
- Sophisticated diagnosis software analytics performed
- Service Node is delivered with pre-installed software, ready to use condition and password protected
- Honeywell covers the support of the Service Node
- Typical savings between 6 to 10K\$/per issue
- Avoid 2- 8 hours of travel for initial diagnosis and costs associated with it
- Honeywell expects on the task increases issue resolution chance
- Crew on board gets tips and technical know-how by Honeywell experts
- If on boarding is needed – the diagnosis will help to take right spares with precise root cause, drive peace of mind on resolution

Operational Details



Typical remote diagnostics is performed on these devices:

- EMx40 Radar: Honeywell expert checks the reflection diagram and the selects peak to confirm the performance. The expert typically adjusts some parameters including the offset, remotely.
- TN3801 Bubbling cabinet: Honeywell expert checks all pressures from each channel and confirms if there is any deviation of level. Some offset adjustment will be also possible to display the correct level.
- CT801 level/pressure transmitter: Honeywell expert observes the 4-20mA signal and the calculated level from the transmitter. Some offset adjustment will be also possible to display the correct level
- PL3700X Pressure transmitter: Same diagnostics like CT801
- TA3840C Rack and RTU2020 PLC: All settings can be modified to adjust the level if any discrepancy exists between manual sounding and transmitted value

To learn more about this unique, Technology Enabled High Speed & High Quality Issue Resolution for your vessel, please contact your nearest Honeywell Services team to understand more about this unique offering.

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