

Enhanced TotalCare Program for Terminals

Service Note

Honeywell’s Enhanced TotalCare service contract for terminals provides a full package of services to accelerate troubleshooting, safeguard accuracy and reduce risks to the terminal. We’ll enhance your maintenance, while controlling costs to build a more reliable, robust and profitable business.

Enhanced TotalCare provides comprehensive coverage for your key terminal assets. It covers Enraf tank gauges, small volume provers, batch controllers and other field instruments, including level and temperature transmitters. It also includes Entis, EntisPro and CIU software, as well as gauge firmware.

A complete set of services helps boost reliability, maintain performance and anticipate problems over the lifecycle of your terminal assets – all for a single, agreed annual payment.

Remote Support

With Enhanced TotalCare program, you get unlimited access to our local telephone helpdesks, as well as the support services from our Global Technical Assistance Center (GTAC).

Honeywell’s experienced technical staff can address problems before an engineer arrives – in many cases even eliminating the need for a site visit. With a secure connection to your equipment, our experts work rapidly to diagnose, troubleshoot and resolve problems remotely.



FEATURES & BENEFITS

Remote Support

- Faster responses and problem resolution
- Eliminate delays waiting for site visits
- Access Honeywell’s Troubleshooting Support Services and Global Technical Assistance Centers

Spare Parts Management

- The right parts always ready and available
- Essential key parts kept onsite, with backup parts with local offices or representatives
- Reduce capex and eliminate worries over spare part obsolescence

Preventive Maintenance

- On-site visits – as scheduled in the contract
- Detect and resolve problems before they occur
- Improve reliability and extend equipment life
- Reduce run to failure costs
- Eliminate unplanned downtime and protect measurement accuracy

Validation

- Maintain confidence in measurement accuracy with periodic validation
- Meet regulatory requirements and contractual agreements

Software Updates and Upgrade

- Tested and verified software updates and firmware, securely delivered
- Keep current and protect against cybersecurity risks
- Get the latest versions of software as they are released

Spare Parts Management

Protect availability, reduce unplanned capital expenses and take the hassle out of managing your spares. Enhanced TotalCare includes comprehensive Spare Parts Management for your site.

Under the contract, you can assign the most essential spare parts to be kept onsite, with other spares stocked by our authorized representatives or local Honeywell office as back up spares.

We take full responsibility for ensuring the right part is always available, relieving you of worries over availability or obsolescence or compatibility.

Predictive Maintenance

Predict and prevent problems with your measurement equipment using our services. We include on-site visits as scheduled in the contract, for example a single trip of two consecutive days per quarter to develop and execute your preventive maintenance program. Any additional trips can be included in the service contract based on the Asset Size.

Our experienced service staff check and verify equipment and systems to develop a comprehensive report of issues and required maintenance. Repairs at our factories or in the field always use replacement parts that undergo the same quality checks as our new ones.

Configuration Support

Configuration support of up to 24 man-hours a year, or as scheduled in the contract, ensures you never need to worry about seeking technical support while adding new equipment to your terminal.

Connecting remotely to your new equipment we'll ensure your configurations are error-free and we get you set up quickly, securely and safely.

Validation

Maintain confidence in your measurements with annual validation of level and temperature transmitters.

Our validation tests are tailored to users' specified tolerances, allowing you to confidently meet industry standards and contractual agreements.

The frequency of the validation services is flexible, based on the organization needs or regulatory requirements.

Software Updates and Upgrades

Protect your operation with safe and reliable updates for your software and firmware. Tested, verified and delivered securely when released, we'll keep your software and firmware protected and current.

We'll also upgrade relevant software when new releases become available, ensuring you always have the latest version.

Annual HUG Entry

Enhanced TotalCare provides free entry for two people to our Honeywell Users Group event. Be early to learn about the latest technology, learn from other users, and hear from Honeywell's experts around the globe at our largest annual technology event.

Additional Offerings

Terminal customers can also choose from a range of optional add-ons, including emergency on-site support for corrective maintenance, and ATEX and SIL certifications as per regulatory compliance.

Enhanced TotalCare gives you a unified service offering for your terminal solutions and equipment, with a single, annual fee.

Providing cost certainty, Honeywell provides you with the expertise and services you need to build a robust terminal operation.

Honeywell Terminals Service Contracts

Honeywell provides services and maintenance offerings to suit every business. From telephone support to outcome-based packages, we help businesses control costs, address skill gaps, ensure compliance and maximize performance. Our expert services are delivered with highest standards of customer care.

Providing cost certainty and unmatched quality, we help businesses manage the risks to their equipment and solutions over the whole lifecycle. Flexibility to deliver a level of service to meet each business's specific needs means we can tailor a package to suit you.

Our service contracts help operators ensure accurate, reliable measurements across operations to protect profits; control maintenance costs; eliminate downtime; maximize availability; and avoid incidents that can compromise compliance or safety on site.

Talk to us today about how we help you build a more effective maintenance and service program for your terminal.

For More Information

To learn more about how Honeywell's service contracts can improve your maintenance visit www.honeywellprocess.com or contact your Honeywell Account Manager.

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