

# TotalCare Lite Program for Terminals

## Service Note

**Honeywell's service contracts for terminals control your maintenance costs while boosting the reliability and performance of the terminal operation. We help solve your key business issues around accuracy, compliance, skilled labor and asset availability. We'll help keep your equipment running longer and performing better. And when problems arise, we'll help you resolve them faster.**

TotalCare Lite is the essential maintenance package covering your key terminal systems, devices and software:

- Enraf tank gauging
- Batch controllers
- ENTIS, EntisPro and CIU software, as well as gauge firmware
- Other field instruments, including level and temperature transmitters.

A single, simple contract that gives users access to remote support from our local telephone helpdesks or our Global Technical Assistance Center (GTAC) for the troubleshooting. Users get a standard number of services requests (SRs) a year included, depending on asset size and detailed in the service contract.

Honeywell's experienced technical support staff will aim to 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



*TotalCare Lite is a cost-effective way to achieve regulatory compliance and improved reliability for terminal assets, with remote support for faster resolution of issues.*

## FEATURES & BENEFITS

### Reduce delays and downtime

- Remote support through our secure connection
- Faster response times
- Quicker resolution of issues to maximize availability
- Reduce delays waiting for engineering site visits

### Control costs

- A single annual payment
- A standard number of service requests included in contract based on the asset size
- Eliminate unnecessary site visits
- Cut the risks of compliance issues and abnormal incidents

### Address skills shortages

- Reduce dependence on onsite maintenance teams
- Honeywell's technical experts and experienced support staff on call
- Easy access to services for troubleshooting

### Simplify maintenance services

- A single contract for your tank gauges, batch controllers, field instruments and terminal software

### A trusted partner

- Decades of experience serving terminals
- A leader in terminal automation, gauging and control technology
- Technical expertise and deep domain knowledge

Services are available during the working week during business hours as detailed within the contract, and requests are assigned a ticket number for easy reference. All support requests are handled by Honeywell's experienced technical specialists.

## **Honeywell Terminals Service Contracts**

We provide services and maintenance offerings to suit every business. From telephone support to outcome-based packages, we help business control costs, address skills 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](http://www.honeywellprocess.com) or contact your Honeywell Account Manager.

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