

Enhanced TotalCare Program

Service Note

Honeywell's Enhanced TotalCare service contract provides a full package of services to accelerate troubleshooting, maintain accuracy and reduce risks to the gas measurement operation. We'll enhance your maintenance, while controlling costs to build a more reliable, robust and profitable business.

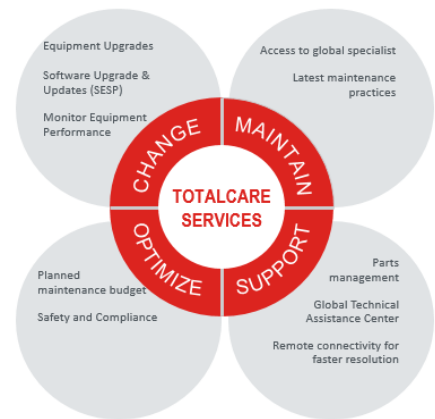
Enhanced TotalCare provides comprehensive coverage for gas measurement equipment, including ultrasonic and turbine flow meters, flow computers, gas chromatographs, supervisory systems and pressure and temperature measurement devices.

A complete range of services ensure you can maintain accuracy over the lifecycle and rapidly detect and address risks to metering performance – all for a single, agreed annual payment.

Remote Support

With Enhanced TotalCare program, you get unlimited access to our local Telephone Helpdesks, our Global Technical Assistance Center (GTAC) and Troubleshooting Support Services.

With a secure connection to your equipment, our experts work rapidly to diagnose, troubleshoot and resolve problems, minimizing downtime. Ensuring compliance with regulatory standards and reducing dependence on in-house expertise, TotalCare Enhanced helps address measurement issues and gets you back quickly for running your facility operations.



Enhanced TotalCare: A single annual payment to cover an extended package of services for all your flow meters, flow computers, pressure and temperature transmitters, gas chromatographs and supervisory systems.

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 visit – two man-days a quarter
- Detect and resolve problems before they occur
- Improve reliability and extend equipment life
- Reduce unplanned downtime and protect measurement accuracy

Validation

- Maintain confidence in measurement accuracy with periodic validation
- Meet regulatory requirements and contractual agreements
- Coverage for ultrasonic meters, pressure and temperature transmitters and gas chromatographs

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're released

Spare Parts Management

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

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.

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

Predictive Maintenance

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

With preventive maintenance, you can improve reliability, protect accuracy and cut the cost of run-to-failure maintenance strategies.

Configuration Support

Configuration support means you never need to worry about seeking technical support while adding new equipment to your brownfield metering operation.

Connecting remotely to your new equipment we'll ensure there are no errors and get you set up quickly, securely and safely.

Enhanced TotalCare covers configuration of all supervisory computer systems, flow computers, ultrasonic meters and pressure and temperature transmitters supporting remote configuration.

Validation

Maintain confidence in your measurements with annual validation of your ultrasonic meters, pressure and temperature transmitters and gas chromatographs.

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

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 releases become available, ensuring you always have the latest version.

Annual HUG Entry

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

Unified Service Offering

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

Providing cost certainty, it gives you the expertise and services you need to build a robust metering operation.

Honeywell Gas Measurement Service Contracts

We provide services and maintenance offerings to suit every business. From telephone support to outcome-based packages, we help business control costs, 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; eliminate downtime control; maintenance costs; 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 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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