



invensys  
**EUROTHERM**

## **EUROTHERM ENGINEERING SERVICES**

*A complete range  
of services to support,  
maintain and enhance  
your process, wherever  
your location.*



For over 30 years Eurotherm have provided outstanding levels of customer service. During the 1960s and 70s, this was focused mainly on applying emerging technologies to achieve more accurate process control than was previously possible. In the 1980s and 90s, microprocessor control enabled integration techniques which required strong engineering support. Today, we continue to support our customers needs for improved up-time, improved product quality and lower manufacturing costs.

To ensure that our customers get the support they need, our service division has been organised into three areas: Response Services, Lifetime Services and Performance Services. The different products within these groups will meet the specific need at that time, from an engineer on the help-desk during working hours to an engineer attending site in the early hours of the morning.

*'The service you need, where you need it, when you need it.'*

## RESPONSE SERVICES

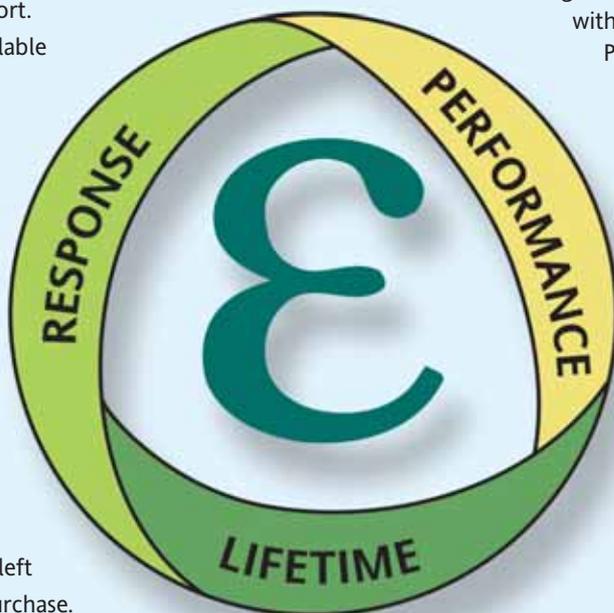
These services provide solutions to immediate needs. They include the main Service Centre in Sussex, Field Service Engineers, the Help-desk and Technical Support. All of these resources are available to any Eurotherm customer, even without a maintenance contract. Service requests can be handled by the sales office who will prepare quotations, raise orders and schedule an engineer visit.

## LIFETIME SERVICES

Eurotherm customers are not left to fend for themselves after purchase. Throughout the lifetime of the product a range of services are available, to improve performance, retain regulatory compliance, or maintain high levels of 'up time'. These lifetime services include calibration, training, maintenance contracts and equipment warranties. While calibration and maintenance are the best known annual services, in addition many customers require routine training, or electronic back up of process control data off site. To improve budgeting and cost control, all of these services can be wrapped into an agreed annual service charge.

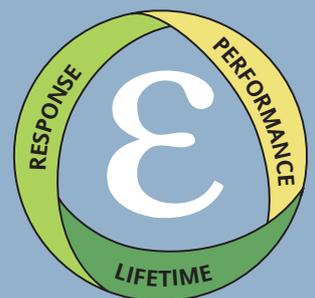
## PERFORMANCE SERVICES

A 'business as usual' approach is not enough in today's competitive business environment. Simply maintaining existing plant and equipment to perform at original levels does not help you keep pace with changing market conditions. Our Performance Services team will work with you to improve your process to benefit your business. Customer needs vary, and no single solution will be the optimum for all customers, so using our long experience across many industries we can improve your control and monitoring applications to maintain your competitive edge.





- On-site call-out throughout UK
- Service Centre for rapid repairs
- Certified courses on site or in our purpose built training centre
- Up to 5-year warranty for instrumentation
- Service agreements with 8-hour response and fixed costs
- Calibration of any manufacturer's instrumentation on site.
- Spares rental service
- Process optimisation
- Archiving of process data



ENGINEERING SERVICES



Over 30 highly trained Eurotherm engineers and technicians are available for on-site customer support in the UK alone, with a further 35 throughout Europe.

## EUROTHERM RESPONSE SERVICES

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### SERVICE CENTRE

Situated within our manufacturing facility, the Service Centre provides a great deal more than a repair facility, All returned instruments are thoroughly refurbished and tested to ensure on-going reliability. Manufacturing improvements made since the product was originally shipped are also implemented. Any instrument that is still currently manufactured will be repaired under our fixed price repair scheme and returned with a 12-month warranty covering the entire product. Products that are obsolete may still be repairable using a combination of new and recycled parts.

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### FIELD SERVICE

Our field service team provide much more than an on-site breakdown service. We are also able to assist with commissioning, training, process improvement and routine maintenance. Each engineer has been factory trained, provided with tested and verified calibration equipment, and also carries an extensive range of both spares and new instrumentation.

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### HELP DESK

Our customer help desk facility provides technical telephone support during office hours. It is staffed only by engineers who have many years of experience. Typically, the service answers specification and configuration queries on Eurotherm products and systems. We can also offer telephone support for software products to contract customers.



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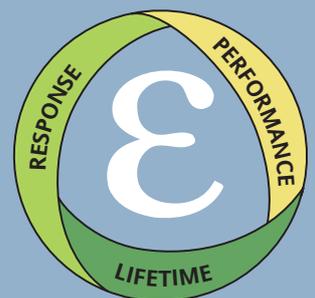
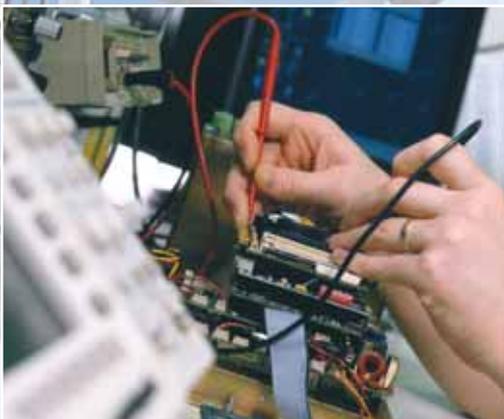
### TECHNICAL SUPPORT

During commissioning or upgrade, a small amount of technical support by our engineers could save your own staff a great deal of time. Our Technical Support team can also provide additional application advice over the phone or by email. This service is available to you by the hour or by the day, and additional time can be 'banked' for future requirements. This is in addition to technical support time 'built-in' to many Eurotherm products at the time of purchase.

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- **Highly trained engineers to solve technical queries**
- **Resolution of configuration and application issues**
- **Dedicated time by the most appropriate specialist**
- **Refurbishment not just repair**
- **12 month warranty for repairs**
- **7 day turnaround**
- **Country-wide service coverage**
- **Commissioning, repair, upgrades and training**



RESPONSE



## EUROTHERM LIFETIME SERVICES

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### **HAVE YOUR PROCESS WORKING FIRST TIME, ON TIME**

#### **COMMISSIONING**

Our commissioning services include everything from configuring an instrument before it is dispatched, through to on-site installation and optimisation. During this process your staff can be trained on the configuration and operator routine. Our engineers can work alone, or alongside your plant engineering staff to reduce costs and enable knowledge transfer. After commissioning, electronic copies of the instrument configurations can be provided on CD for future use.

Re-furbishing existing panels to upgrade the control and acquisition equipment is becoming increasingly popular. The Eurotherm engineer will take control of the complete project including panel and wiring modifications. This can provide a cost efficient method to gain compliance to regulatory standards like NADCAP and FDA.

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### **ENSURING YOU GET THE BEST FROM YOUR INVESTMENT IN PLANT AND INSTRUMENTATION**

#### **TRAINING**



Industry today is subject to a constant demand to do more with less and if you're engaged in industrial automation of any sort, you'll appreciate that the right training can make a significant contribution to developing your company's competitive advantage. Through Eurotherm training, your employees from operators to engineering specialists, can develop the skills and knowledge required to maximise the results from your investment in plant and instrumentation. Eurotherm offers a range of scaleable, modular learning solutions that can be delivered at your site or at our training centre in Worthing.

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### **TOTAL SUPPORT FOR UP TO 5 YEARS**

#### **EXTENDED WARRANTIES**

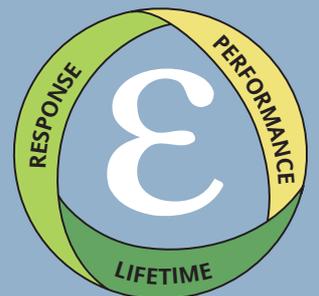
Eurotherm now offers an extended warranty on new equipment, that can provide cover for up to 5 years. The warranty covers the cost of all parts and labour to repair any instrument that fails during normal use, with the exception of consumable items.

Any faulty instrument returned to us will be fully repaired and returned to you within 7 days of receipt. We will not repair cosmetic damage that does not interfere with instrument functions.

Should you require an engineer to come to your site, this can be arranged at a specially reduced call-out rate. All parts and materials used by the engineer will be supplied free of charge under warranty.



- **Factory trained engineers**
- **Configuration and Installation**
- **Commissioning**
- **Training**
- **Compliance with customer requirements**
- **Compliance with regulations**
- **Compliance with equipment specification**



LIFETIME



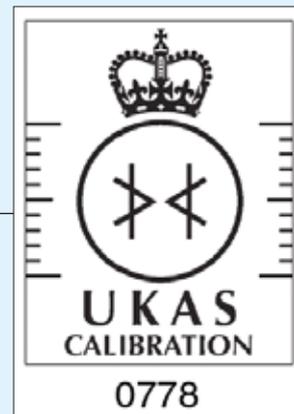
## EUROTHERM LIFETIME SERVICES

### 24/7 PEACE-OF-MIND

### LIFETIME SERVICE AGREEMENTS

Assured response to site, fixed costs and agreed maintenance routines are all provided with Lifetime Support Agreements. The customer decides the level of service for each element of the contract. Response to site can be from within 8 hours or up to next working day. Telephone support can be enhanced to 24/7 cover. Instrument warranties can be extended under the contract to provide fixed costs for maintenance. Configuration back-ups of equipment and PCs can be included to enhance up time. On site spares can be provided to ensure that instrument failure causes the least amount of plant disruption. Elements of the contract may be passed onto the next year if they are unused. The contract will clearly show the levels of support being provided and the amount of time contracted to give complete transparency to the agreement.

### HIGH INTEGRITY CALIBRATION WITH ISO9000 PROCESSING AND RECORD KEEPING CALIBRATION



*On-site UKAS Accredited Service*

Eurotherm can provide UKAS Accredited calibration certificates for a wide range of process parameters. Other parameters can be calibrated and are supplied with Eurotherm traceable calibration certificates. This service can be on-site or at the calibration laboratory situated in Sussex. When conducted on-site, if an instrument fails calibration a loan or replacement item is supplied to minimise plant disruption. The calibration team are a specialist group of engineers within Eurotherm and are backed by a team within the factory. These teams are able to work to the wide range of regulations and procedures operated by different companies including: AMS2750, RPS953, GAMP, UKAS and ISO9000 procedures.

In addition to process equipment, the team have a specialist furnace survey package to provide the most detailed reports required. The equipment has UKAS accredited calibration systems and engineers are all trained to the different industry standards. Sample reports are available for inspection.



■ 24/7 Cover

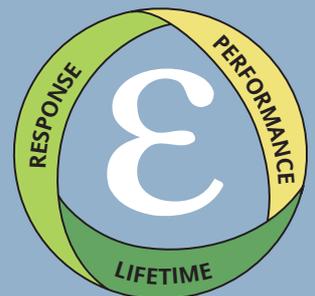
■ Guaranteed response times

■ Fixed costs

■ UKAS accredited

■ On-site calibration

■ Compliance with regulations



LIFETIME



## **EUROTHERM**

### **PERFORMANCE SERVICES**

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### ***A MEASURABLE IMPROVEMENT***

#### **PROCESS OPTIMISATION**

Most businesses are driving down hard on costs and striving to improve performance.

We can play a role in this process by bringing experienced engineers onto site, auditing the process and identifying possible improvements. Monitoring equipment can be installed to understand performance and costs, to create a baseline upon which the improvements can be measured. The solutions will range from simple enhancements, re-commissioning or possibly taking a completely fresh approach to the control solution. Typically this work is only completed when new projects are undertaken but we believe it can improve the productivity of plant by applying the experience of our engineers.



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### ***GIVE YOUR NETWORK OPTIMUM PERFORMANCE***

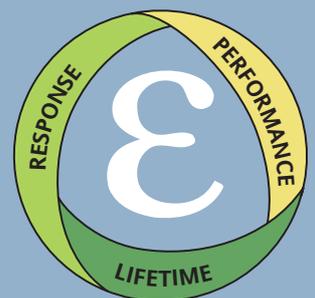
#### **NETWORK ANALYSIS**

Networks are the back bone of today's control and monitoring systems, transmitting process data between devices, local controllers and supervisory systems. Their failure can clearly have a serious impact on plant systems. Using specialist equipment, our engineers will create a report detailing the physical and electrical qualities of the network. The quality and utilisation performance, capacity and architecture will be measured and assessed. Along with physical failures, bottlenecks and the overall capacity of the system will be identified. This analysis will result in a clearer understanding of your network, reducing downtime and improving performance.

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- Improved productivity
- Reduced costs
- Shorter cycle times
- Benchmark the system for performance evaluation
- Identify bottlenecks and provide solutions
- Determine network capacity for future expansion
- Document the network architecture for analysis



PERFORMANCE



## COMPREHENSIVE SUPPORT THROUGHOUT EUROPE...

...AROUND THE CLOCK

# 24|7

Eurotherm operate service centres throughout Europe and the rest of the world. So we are able to respond quickly to your emergencies, maintain your equipment and improve your plant on a local basis. For a full list of Eurotherm's world-wide support services capability please visit <http://www.eurotherm.co.uk>

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