

# Enhanced Total Care Program

## Service Note

Honeywell’s Field Instrumentation Enhanced Total Care contracts come with a full package of services to accelerate troubleshooting, enable preventive maintenance practices, reduce plant downtime and get the best out of Honeywell Instrumentation as well as control system assets. For a reliable, accurate and stable process, your field instruments need to perform. Honeywell’s instrumentation portfolio not only delivers outstanding transmitters but extends this performance further through managed availability of spare parts, remote expert support and services. We’ll help keep your instruments running longer and performing better, and when problems arise we’ll help you resolve them faster.

Enhanced Total Care is a package of services to maintain your field measurement instruments, including Honeywell pressure, temperature, radar level, multivariable flow meters and wireless instruments.

In addition to remote support from our local Telephone Helpdesks and our Global Technical Assistance Center (GTAC) for Troubleshooting Support Service, Users can avail the following services to achieve safe, reliable and efficient operation of their plant.

- Onsite Planned Visits for Preventive and Period Maintenance of Field Instruments as well as Emergency Site Visits as needed.
- Calibration Services for the specified instruments to ensure stable and accurate measurements.
- Spare part management through right level of stocking at Customer site as well as Honeywell warehouse to assure availability based on the plant needs to avoid down time.
- Instrument Assessment through health check with the help of diagnostics available through device as well as Instrument Asset Management Systems like Field Device Manager.
- Configuration and training of SmartLine Experion Connection advantages to improve plant safety, reliability and efficiency.



*Enhanced Total Care is a package of remote support as well as onsite support services to get the best of instrument assets on standalone basis as well as the value of integration with Honeywell Control System leveraging the power of Field Instrument Manager.*

## FEATURES & BENEFITS

### Reduce delays and downtime

- Remote support through expert support
- Faster response times
- Faster resolution of issues to maximize availability
- Enable Preventive maintenance practices through calibration check , spare parts management

### Control costs

- A single annual payment
- A predefined number of service requests a year included
- Optional additions of multiples of 6 SRs
- Reduction of unnecessary site visits
- Reduction of the risks of compliance issues and abnormal incidents
- Take informed decision of device life cycle management through health assessment

### Address skills shortages

- Support onsite maintenance teams
- Honeywell’s technical experts and experienced support staff always on call
- Get the best out of Honeywell Field device manager and EPKS DCS

### Simplify maintenance services

- A single contract for your full range of wired and wireless field instruments including pressure, temperature , flow and level transmitters

### A trusted partner

- Decades of experience serving process measurements in challenging applications across industrial verticals such as Oil and Gas, Hydrocarbon processing, Chemical and petrochemical, Pulp and Paper, Metal and Mining industries.
- Manage obsolescence quickly and efficiently

## Honeywell Field Instrument Service Contracts

We provide services and maintenance offerings to suit every business. From telephone support to outcome-based packages, we help businesses control costs, ensure compliance and maximize performance. Our expert services are delivered within the 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. We let you focus on running your business efficiently while we ensure your measurement asset performance.



### For More Information

To learn more about how Honeywell's Field Instrumentation Services, visit the [microsite](#) or contact your Honeywell Account Manager, Distributor or System Integrator.

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