

# SupportLite Total Care Program

## Service Note

Honeywell’s Field instrumentation service contracts control your maintenance costs while boosting the reliability of your field instruments, increasing availability and removing unplanned downtime. 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.

SupportLite 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.

SupportLite Total Care provides access to remote support from our local Telephone Helpdesks and our Global Technical Assistance Center (GTAC) for Troubleshooting Support Service. Users receive a preset number of Services Requests (SRs) per year, the number dependent on the Asset Size.

With access to Honeywell’s experienced advisers and remote support staff, users can address problems before an engineer arrives – in many cases even without a site visit. With a secure connection to your equipment, our experts can work to diagnose, troubleshoot and resolve problems remotely.

Services are available during standard office hours (e.g. Monday through Friday, 08:00 – 16:00), and requests are assigned a ticket number for easy reference. All jobs are handled by experienced technical specialists. Where remote support cannot resolve the issue, our specialists may advise a request for onsite service support.

SupportLite provides costs certainty and an efficient way to ensure compliance with instrumentation and measuring equipment.



*SupportLite is a cost-effective way to achieve support for Field Instrumentation assets to enable increase reliability, availability and a faster resolution of issues.*

## FEATURES & BENEFITS

### Reduce delays and downtime

- Remote support through expert support
- Faster response times
- Faster resolution of issues to maximize availability

### Control costs

- Single annual payment
- 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

### Address skills shortages

- Support onsite maintenance teams
- Honeywell’s technical experts and experienced support staff always on call

### 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.

## 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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