

IMPROVING PERFORMANCE AND PROTECTING YOUR INVESTMENTS

Service Contracts for your Gas Control and Measurement Systems



Honeywell

Honeywell's Periodic Contracts and its outcome focussed Assurance 360 service will boost the reliability, performance and efficiency of your high accuracy measurement systems. Count on us to optimize the operation, maximize returns on your investments, and even deliver agreed service levels through comprehensive, cost-effective solutions.

We address the primary threats to safety, reliability and efficiency in the natural gas industry and free you from worrying about unplanned materials and labor costs. Pay only for peace of mind. Across exploration and production, transmission and distribution, as well as for industrial customers, our services drive down the likelihood of failures, reduce recovery times, and eliminate skills and knowledge gaps.

Honeywell's global service and support team can assist you in maximizing the return on your technology investment through personalized service and assistance throughout the life of your installation.



SERVING THE BUSINESS

Service Contracts deliver value through long-term engagements. We optimize resources to keep your vital equipment accurate and protect uptime and deliver timely interventions at the most appropriate point to minimize disruptions and ensure smooth operations:

- Reducing the probability of trouble with data-driven predictive maintenance
- Minimizing downtime when problems do occur by ensuring readily available parts and on-call services
- Eliminating delays with remote connectivity for troubleshooting and repairs
- Addressing gaps in internal expertise, with 24/7 assistance, access to safety and regulatory compliance experts, and tailored training programs.

With our services you can reduce maintenance costs, increase efficiency, enhance billing accuracy, extend periods between calibration and prevent downtime to significantly increase profits

STRENGTH IN PARTNERSHIP

Changing markets, new gas sources and complex supply networks require accurate, reliable measurements across operations. Gas flow systems and equipment are central to safe, profitable businesses, and represent potentially critical points of failure. As operational demands on these systems grow, so does the strain on people and processes supporting them. Our Gas Metering Services offers a broad portfolio and deep experience to provide the best support for your equipment.

- **Safety:** Ensuring safety for those working with dangerous processes or environments – in hazardous oil and gas operations; marine applications; around high voltages; in extreme temperatures; with chemicals; and in underground operations. We protect the essential measurements, readings and control functions that make safe operations possible.
- **Reliability:** Improving the reliability of your assets to reduce incidents. We help prevent unexpected downtime and get your assets back up and running quicker when faults occur. Ensuring the right working conditions for a profitable business, we'll help you maximize uptime and minimize the cost of failures.
- **Efficiency:** Maximizing efficiency, by safeguarding the precision, traceability and quality control that determine business success. With unrivalled expertise in custody transfer applications, where small errors can have a big commercial impact, we keep your business running efficiently, and keep maintenance costs controlled.

WORLDWIDE SUPPORT

All our services draw on the resources of a global leader in process control, instruments and automation. Users benefit from a worldwide network of service centers and partners for quick response times and direct support.

Across the globe, in every environment, we offer local support with global expertise to get you the help you need faster.



- Up to **\$20,000** a year savings per meter by extending calibration intervals from one to two years
- Up to **16%** possible OPEX savings over five years
- Up to **\$18,000** pa savings per maintenance personal through reduced maintenance
- Up to **\$5,000** annual savings repair costs per meter
- Up to **\$50,000** lower maintenance spending with third parties
- Up to **\$100,000** savings from a single infrastructure to cover multiple metering assets
- Up to **3%** of annual revenue improved billing accuracy and reduced gas purchase costs

A COMPREHENSIVE PORTFOLIO

Honeywell offers the widest possible services portfolio to meet your requirements throughout the lifecycle of your gas metering stations.



SUPPORT SERVICES

With our support services we offer quick response and real expertise through a range of channels to provide the fastest, most effective support:



- A ticket-based helpdesk system for all your service-specific questions provides a unique reference for any-time support and a consistent contact until the problem is resolved.



- Remote servicing of metering installations from our global support centre assists with interpretation of results, performance validation, diagnostics evaluation, fault-finding and small software adjustments or updates.



- Emergency callouts provide fast access to authorized, highly-trained service engineers to resolve sudden, unexpected equipment failures within a mutually agreed timeframe. Your staff will receive dedicated trouble-shooting assistance, anywhere in the world.

FLEXIBLE OPTIONS

Honeywell offers a range of levels of service, that includes two periodic service contract options, as well as its A360 outcomes based service.

Choose the services based on your business needs:

A. Periodic Service Contracts

- Total Care Lite
- Total Care Enhanced

B. Outcome Based Service Contracts

- Gas Assurance 360

Our Periodic Offerings

Periodic Service Contracts provide an effective solution to maximize system performance at a predictable annual cost. Maintaining accuracy and high levels of uptime, a contractual approach increases your certainty and controls the costs of the maintenance program.



Unmatched Services and Support:

- Get online faster with a smoother start-up
- Minimize troubleshooting delays during installation and commissioning
- Lower and control costs with predictive maintenance
- Manage the impact of skills gaps and maintain operations
- Optimize performance, capacity and availability

Total Care Lite

With Total Care Lite, users benefit from Honeywell's expertise, with telephone support and remote connectivity to diagnose, troubleshoot and fix problems faster. With access to our Global Technical Assistance Centers, remote locations can get the help they need.

Enhanced Total Care

With Enhanced Total Care you can benefit from complete peace of mind, knowing all your service needs are met. Through Remote Connectivity & Telephone calls to GTAC, we provide unlimited support and troubleshooting.

Our Enhanced Total Care Service Contract also includes additional services:

With a single payment, Total Care Lite provides a complete annual Remote Service support, providing cost certainty for the bulk of your service and support requirements.

On top, Total Care Lite customers receive discounted trainings to keep their expertise always state-of-the-art.

- Priority remote support
- Preventative maintenance onsite service
- Annual validation of pressure, temperature, ultrasonic meter and gas chromatograph measurements
- Firmware and software updates as and when released
- License upgrades as and when available

A single solution for all your key equipment

Honeywell's A360 and Periodic Services contracts can cover all your flowmeters, flow computers, gas chromatographs, supervisory systems, and pressure and temperature measurement systems for skids. That includes a wide range of products and solutions but not limited to:

- Honeywell's Q.Sonic Max, Q.Sonic Plus and TwinSonic Plus ultrasonic flow meters
- EnCore FC1, gas-net F1, ControlEdge RTU flow computers
- The EnCal 3000 gas chromatograph
- MIQ, ISS, ISSPlus software
- Honeywell SmartLine Series transmitters
- A variety of third party measurement meters, transmitters, and flow computers

Gas Assurance 360

Gas Assurance 360 delivers industry-leading services for guaranteed outcomes. It helps industrial businesses reduce costs, improve competitiveness and address the loss of competency resulting from the retirement of experienced plant workers. Our solution reimagines automation support services to help operating companies optimize asset performance and increase overall equipment effectiveness.

Gas Assurance 360 replaces the traditional transactional services approach with a partnership that sees Honeywell drive shared outcomes through shared ownership. We provide agreed service levels, rather than prescribed quantities of materials and labor.

Providing predictable operating expenses and capital expenditure, Gas Assurance 360 is the best route to greater system stability, reliability and quality. We optimize the total cost of ownership for customers and free them to focus on their business.

Optimal Outcomes for a Long-term Business

With its focus on sustaining long-term equipment performance, Gas Assurance 360 delivers significant economic benefits across industrial operations:

Outcome-based deliverables ensuring continuous improvement aligned with your goals. Enhanced Accuracy Measurement and Operator Effectiveness for improved Gas Station performance

Optimized total cost of ownership with up to 16% cost savings by extending assets' useful lifetime, reducing the need for third-party services and improving resource productivity

Technology road mapping to optimize refresh schedules, decrease cost, accommodate operational constraints and ensure supportability.

With flexible service levels, Honeywell can carry out complete delivery, augment your workforce and competencies, or provide remote surveillance and data analytics capabilities to drive gas operation asset efficiency. We'll focus on automation performance, so you can concentrate on core operations.

VERIFICATION AND VALIDATION

Maintain accuracy with verification and validation services to keep your devices in the best working order. Checking all your equipment meets required accuracy levels, we protect your business from costly measurement errors.

All our verification tests are tailored to users' specified tolerances to allow you to confidently meet industry standards and contractual agreements.

PREVENTATIVE MAINTENANCE AND REPAIRS

Reduce adverse impacts on your operations with our preventative maintenance services. We help eliminate the unbudgeted costs of repair and replacement from run-to-failure maintenance strategies. Maximizing reliability, we ensure peace of mind and boost measurement confidence.

Inspections by our experienced service technicians provide a thorough check and verification for equipment and systems, with a comprehensive report of any issues and required maintenance measures. Required repairs done at our factories or in the field use replacement parts that undergo the same rigorous checks as our new ones. All products are tested and reset in line with original specifications prior to delivery.

In emergencies, site repairs can be performed on a call-out basis anywhere in the world.



TRAINING

Improve productivity with our results-driven training. We offer a wide range of classroom teaching and hands-on sessions in-house or on-site. Our ready-made and tailored solutions help you close skills gaps, reduce errors, improve operational practice and boost productivity.

Talk to us today about your requirements and to see our latest training courses and schedules.

A WIDER OFFER

Honeywell Services are backed by Honeywell's more than 170 years of successful experience in Gas industry worldwide.

Over 1,000 contracted customers across the globe rely on our expertise. Backed by the Honeywell Operating System, our support teams deliver in-depth domain and product expertise. Finding the right solution to critical issues first time, we'll help you achieve a safer, more reliable and more efficient operation.

You can count on Honeywell:

- A global network of programs offering services and projects, backed by centralized and local technical support, development engineering and delivery capabilities
- A complete suite of products, from single instruments to turnkey solutions, providing information for users from the field to the boardroom
- More than 6,000 engineering, maintenance and software support experts worldwide

For more information

To learn more about Honeywell Gas Services, visit www.honeywellprocess.com or contact your Honeywell account manager

Honeywell Process Solutions

2101 CityWest Blvd, Houston, TX 77042
Honeywell House, Arlington Business Park
Bracknell, Berkshire, England RG12 1EB UK
Shanghai City Centre, 100 Zunyi Road
Shanghai, China 200051

www.honeywell.com

BR-20-09-ENG | 03/21
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THE
FUTURE
IS
WHAT
WE
MAKE IT

Honeywell