

Total Care Lite

Service Note

Honeywell's service contracts control maintenance costs while boosting the reliability of the equipment and avoiding unplanned downtime. For a calculable payment, we solve your issues around spare parts, skilled labor, and asset availability. We'll help keep your equipment running longer and performing better. And when problems arise, we'll help you resolve them faster to get you back and up and running sooner.

A high-quality remote support is crucial in daily business. The Total Care Lite program is Honeywell's response to a vital question – how to attend customers in the fastest and most effective way. **The program consists of three parts.**

First, Honeywell establishes a fast-track Hotline contact. With a premium phone no. and e-mail contact, Total Care Lite customers are always top of the list.

Secondly, Total Care Lite comprises system-related services. These services provide solutions beyond pure product-related questions and issues and require expert know-how. Typical system services are:

- Guiding technician through a complete commissioning process
- Communication connection to 3rd party systems (e.g., ModBus connection to a customer SPC)
- Creating a configuration file (e.g., for system control, archiving)
- Test readout and analysis from archives
- Connection to 3rd party products (e.g., Cyble encoder, connection to remote meter readout, 3rd party GC to FC1)
- Remote Migration support



Total Care Lite is a cost-effective way to achieve remote support for faster resolution of issues.

FEATURES & BENEFITS

Reduce delays and downtime

- Remote support through our secure connection
- Faster response times
- Quicker resolution of issues to maximize availability
- Reduce delays waiting for engineering site visits

Control costs

- Eliminate unnecessary site visits
- Cut the risks of compliance issues and abnormal incidents

Address skills shortages

- Reduce dependence on on-site maintenance teams
- Honeywell's technical experts and experienced support staff on call
- Access to Global Technical Assistance Centers

Simplify maintenance services

- A tailor-made service for gas meters, flow computers, volume correctors, data loggers, gas chromatographs, and gas regulators

A trusted partner

- Decades of experience serving transmission, distribution, and exploration companies
- A leader in measurement and control technology
- Technical expertise and deep domain knowledge

Such services are often delivered by a Honeywell field service technician. However, these services can also be delivered remotely by our GTAC (Global Technical Assistance Centre) organization.

GTAC services are available during the working week (Monday to Friday, 8:00 am-12:00 pm and 1:00 pm-3:30 pm CET), and requests are assigned a ticket number for easy reference. All jobs are handled by experienced technical specialists.

Thirdly, Total Care Lite helps customers in building up their know-how in an economical way. Customers may choose between Onsite Trainings and Webinars covering all topics of Gas Measurement. They benefit from a special contract discount.

Total Care Lite is the holistic tailor-made remote support and helps you extend your knowledge in an economical way. It provides cost certainty and an efficient way to ensure compliance with regulatory standards for metering and measuring equipment.

Honeywell Gas Measurement 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 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 service level 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 may help you build a more effective maintenance and service program. Reach us at:

Phone: +49 6134 605 123; Email: ElsterSupport@Honeywell.com

Web: <https://www.elster-instromet.com/de/support>

For More Information

Honeywell Process Solutions

2101, CityWest Blvd,
Houston, TX 77042

Honeywell House, Skimped Hill Lane
Bracknell, Berkshire, England RG12 1EB UK

Building #1, 555 Huanke Road,
Zhangjiang Hi-Tech Industrial Park,
Pudong New Area, Shanghai 201203

www.honeywellprocess.com

SV-20-16-ENG rev
March 2021
© 2021 Honeywell International Inc.