

# **TOTAL CARE SERVICES** **FOR SCALABLE** **CONTROL SOLUTIONS**



**Honeywell**

# TIMELY AND EXPERT SUPPORT.

Without good maintenance and support, the benefits of automation systems decline over time. Honeywell's Total Care Service program helps you protect your automation system with long-lasting lifecycle benefits. The program offers optimized service packages with technical support, upgrade, and other entitlements that keep your automation assets as reliable, efficient, and modern as possible.

From installation and startup through system maturity and future expansion, quality remote and on-site support ensures the maximum return of investment in your automation system.

The Total Care Service program offers carefully designed service packages in addition to our standard support commitment offered under the Scalable Control Solutions portfolio. The program provides Total Care Lite and Enhanced service package options that work on an annual subscription basis. It covers system updates, upgrades, corrective and preventive maintenance, support requests, and more.

Factory-trained and experienced Remote Service engineers provide technical support and prompt answers to questions regarding procedures, documentation, operation, service, training, and system enhancements. Remote Service also includes a review of operational procedures, software analysis, and diagnostic evaluations when required.

## TIERED SUPPORT PACKAGES

TotalCare Support offer Tiered Support Packages that help customers to maximize their investments in automation systems, and gain complete flexibility in how they manage, support and fund their plant controls to meet the business demands.

TOTAL CARE PACKAGE		
ENTITLEMENTS*	LITE	ENHANCED
Support requests	✓ Per year basis	✓ Unlimited
Preventive maintenance	✓	✓
System updates	✓	✓
Basic training pack	✓	✓
Future upgrades	NA	✓
Remote services, system audit	NA	✓
Detailed training, add-on specials	NA	✓ Total Care Credits

\*Standard T&C applies

Total Care Lite package provides you with the assistance you need to keep your scalable control system assets performing in the most reliable manner. This includes telephone technical assistance and a subscription to software patches, helping sustain the value of your Honeywell control system over time.

The Enhanced support package combines software upgrades and patches with expert support and diagnostics to boost productivity. With access to expert assistance and latest technology updates, our enhanced service provides you with a defined plan to extend the life of assets and minimize the risk of accidental interruptions.

## PRODUCTS COVERED BY TOTAL CARE\*

- Experion LX
- PlantCruise by Experion
- Experion HS
- ControlEdge PLC
- ControlEdge HC900
- ControlEdge RTU
- ControlEdge PCD
- Experion Panel PC
- 900 Control Station
- MasterLogic PLC

\*The list is comprehensive but not limited to the above listed products only. Total Care Services are offered for projects and services sold by Honeywell Process Measurement and Control (PMC). Total Care Package doesn't apply to the end users who are already covered under an existing service agreement covering these products such as SESP contract.

# OPTIMIZE PERFORMANCE AND AVAILABILITY TO HELP MINIMIZE RISKS.

## BENEFITS

- Covers 100% of supported parts after expiration of basic warranty
- Protects your company from unplanned repair and replacement costs
- Maintain operations despite any turnover in personnel at a predictable cost
- Minimizes the risk of unplanned downtime
- Minimizes troubleshooting delays through on-call expert Honeywell engineers
- Optimize performance, capacity and availability
- Minimizes unplanned expenses resulting in reduced overall ownership cost
- Eliminates system obsolescence through Honeywell-managed system migrations
- Enables your operation to reap the benefits of the latest Honeywell software enhancements

## COMPREHENSIVE SUPPORT

The Honeywell service licenses are backed by our three-tier support structure with predefined service commitments and tracking for complete confidence.

**Level 1** Remote Service engineers are available for your local time zone as your first contact. They'll take your service request by telephone or email and act on it fast.

**Level 2** Global Remote Service engineers with higher-level expertise or domain-specific skills offer guidance and instructions to Level 1 engineers where problems cannot be immediately resolved. If a problem is diagnosed as product-related rather than application-specific, Level 1 engineers will raise a PAR (Problem Anomaly Report) and escalate the issue.

**Level 3** engineers from our global technology R&D team offer the highest expertise available on Honeywell's products to guide Level 2 or Level 1 engineers and get you up and running quickly.





## ADD-ON PACKAGES

No plant is immune from the risks of unplanned outages, missed production schedules, obsolescence, software upgrades, and possible hardware failures. When these occur they can result in financial loss, unrecoverable costs, missed opportunities and customer issues.

Alongside standard Total Care Service packages (Lite and Enhanced), these are some additional offerings which ensure comprehensive coverage and minimized risks.

These packages are offered by Honeywell using customized Total Care Service on special request.

## Remote Service and Upgrade Support

Provides extended Remote Service for product configuration, integration and troubleshooting and support for software update, upgrade, and addition of features within the current software release.

## Training packages

As an extension to your Enhanced Total Care service, comprehensive training can be added to maximize equipment effectiveness, prevent unintended outages as well as improve competency for performance. Our online and onsite training offerings are provided by Honeywell subject matter experts with years of hands on experience. Honeywell technical training is built on decades of providing world class instruction to our customers.

Complement your Enhanced Total Care service with Honeywell product specific training.

## GLOBAL SUPPORT FROM AN INDUSTRY LEADER

Small project or large, new plant or expansion, Honeywell works together with our authorized channel partners to deliver support when you need it. From installation and start-up through system maturity and future expansion, authorized channel partners or systems integrators for Scalable Control Solutions give you access to experts close by who know your operation and can work with you as your needs grow and change.

## For more information

To learn more about Honeywell's Total Care Services, visit [www.honeywellprocess.com](http://www.honeywellprocess.com) or contact your Honeywell account manager.

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FUTURE  
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**Honeywell**