PROFILES
GAS CUSTOMER MAGAZINE

1/2020

Honeywell's Gas Train to Feed New Gas Engines

How the Changing Legislative Landscape Shapes the Future of Gas Control in America

Commercial and Industrial Diaphragm Gas Meters With Mechanical Index

Honeywell

SUPPORTING YOU THROUGH DIFFICULT TIMES

Gudrun Biedermann
Editor-in-chief,
Gas Customer Magazines

Like all of you, Honeywell continues to monitor the COVID-19 coronavirus situation and its global impact. We are prioritizing the health and safety of our employees and will work with customers and suppliers to evaluate and address any potential supply chain disruptions.

Many country, regional, and local governments have implemented certain requirements, such as general shutdowns, restricted travel, localized quarantines, or mandated health screenings. Honeywell continues to comply with all instructions from official bodies.

Honeywell activated its global, cross-functional incident management team, including our Honeywell medical team, several weeks ago. Our teams meet daily and provide guidance for our businesses and employees in response to the latest COVID-19 news and local/regional directives. All Honeywell sites have plans in place with specific roles and responsibilities relating to this health crisis.

The COVID-19 situation is changing rapidly. We are in close communication with our suppliers and are continually evaluating both short- and long-term supply chain implications. Our production facilities remain operational, and based on current information, including that provided by our suppliers, we do not anticipate an immediate disruption to manufacturing, delivery of products or services in most cases. We appreciate your business and understanding in this evolving situation and we will keep you updated if circumstances arise that would cause us to be incapable of complying with our delivery obligations.

If you have questions about any specific product or order, please contact your Honeywell sales or customer service representative directly.

Out of an abundance of caution for the health of our employees, and to support local government initiatives to stem the spread of the virus, Honeywell has implemented several precautions at various sites around the world to ensure the health and safety of our employees, suppliers, customers, and communities, while also working to meet our commitments to you.

In this issue of the magazine, we'll touch upon Honeywell's innovative solutions in the areas of E-GVUs (gas trains) for gas engines on the high seas, gas control for the increasingly regulated U.S. market, the automatic optical detection of gas leakage, as well as commercial and industrial diaphragm gas meters. In addition, we are announcing our new online customer portal for downloading documents, yet another way that Honeywell is working to enhance gas customers' satisfaction and limit our environmental impact.

Please enjoy reading.
Yours, Gudrun Biedermann

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UNIQUE PROJECT IN THE MARINE INDUSTRY

HONEYWELL'S GAS TRAIN (E-GVU) TO FEED NEW GAS ENGINES

If you have ever considered a cruise along the coast of Norway, the name Hurtigruten must have crossed your mind. Hurtigruten is the market leader for expedition cruises focused around the Nordic countries.

With a fleet of 19 ships, Hurtigruten offers trips that make you feel like you are on a true expedition, however with far more luxury than the early explorers of unknown territory were used to.

Some time ago, Hurtigruten was awarded by the Norwegian government with the license to ply seven of the eleven coastal ferry routes in Norway. A condition for this license was that the CO_2 emission of the ships was to be reduced dramatically.

One of the E-GVUs for the Hurtigruten ships, being packed for shipment

To comply with this requirement, the company decided to invest in six, and potentially later nine, of their ships by replacing the oil-driven engines with a hybrid system consisting of a gas-driven engine combined with large battery packs. Hurtigruten has selected Bergen Engines (part of Rolls-Royce) to deliver the 12 engines required for the job. The engines will be powered with LNG and partially with biogas, which makes this a unique project in the marine industry. As the biogas originates from the remainder of the seafood industry, it seems like a match made in heaven.

The gas engines in turn are equipped with Honeywell's 'E-GVU'. The E-GVU is a gas regulating system, also referred to as a 'gas train', that is specifically designed for marine applications. The main differentiator of the E-GVU versus traditional gas trains is its design and packaging. In most marine applications, there is very little space to put anything inside an existing ship's engine room.

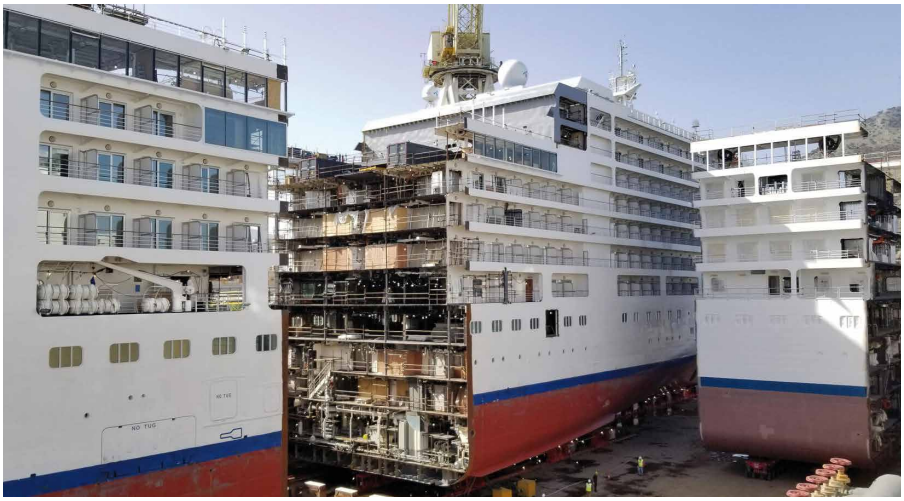
Aside from the space constraints, there is the requirement that any leakage of gas from parts of the gas train (pipes, flanges, or devices) may not enter into the room where the gas train is placed. This is a safety-related requirement, as in most cases the engine room is not equipped to be considered safe in a hazardous environment. The E-GVU is therefore placed in a compact explosion-proof housing that releases any potential gas leakages to ambient air in a safe location. For most marine applications, this is a huge cost reduction,

as on a ship with limited space every square foot is valuable.

The gas engines are fed by LNG, which, of course, must be stored locally on the ship. Installing the new engines and the LNG tanks is a huge operation. The weight and size of the engines and auxiliary equipment does not allow them to be maneuvered into place without docking the ship and taking it apart to make space for the additions.

In some cases, the engines can be replaced via the top deck or via the side of the ship. However, in other cases, the ship needs to be cut into two separate pieces and an entirely new piece is welded in between the two parts of the ship, extending its size. This procedure is also used when cruise ships are being extended to accommodate additional cabins.

In the case of the Hurtigruten project, the ships will be docked and cut into two pieces. This is the only possible way to remove an engine and to make space for all the new equipment. By adding segments to the ship, valuable time is saved because the segments can be prepared while the vessel is still in operation. This reduces the ship's downtime while the yard does the conversions.



Example of ship extension

With the ever-increasing attention to the environmental and climate-related effects of ships' emissions, a growing number of ships are being equipped with gas engines. The E-GVU is tailor-made for this application and allows for a cost-effective solution to condition and supply the gas for marine gas engines.

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HOW THE CHANGING LEGISLATIVE LANDSCAPE SHAPES THE FUTURE OF GAS CONTROL IN AMERICA

UNDER PRESSURE

What do you think is the biggest difference between a gas distribution network and an electricity distribution network today? Well, in four words: gas networks are stupid.

Allow me to elaborate: The very nature of our medium, the capability to actually store gas in the pipelines without any concern for major losses or incidents, as well as the possibility of line packing and unpacking, have led to the fact that gas distribution networks are in essence "just" connected pieces of metal. Yes, you have regulators, filters, and the ever-present ball valves to manually control your grid, but for most of us, the visibility about how this grid actually performs ends at the city-gate station. Beyond that, the distribution grid is a black hole.

Recent tragic incidents across the US have shown, that this lack of control is dangerous – dangerous to people and dangerous to the economic survival of our gas utilities. The federal government has taken note and is introducing new legislation around pipeline and grid safety. More importantly, on a regional level, states react by either tightening regulation or, in some areas, banning gas usage in future altogether – definitely not a good sign for gas utilities all across the country. On a more positive note, funds are being made available to increase visibility and control, and the long-standing US policy of not using safety valves in the distribution network is finally coming to an end.

At Honeywell, we have seen developments like these in many countries around the world. The very incident that seems to be the major trigger to change in North America is nearly identical to the same type of incidents that triggered massive legislative changes in Germany twenty years

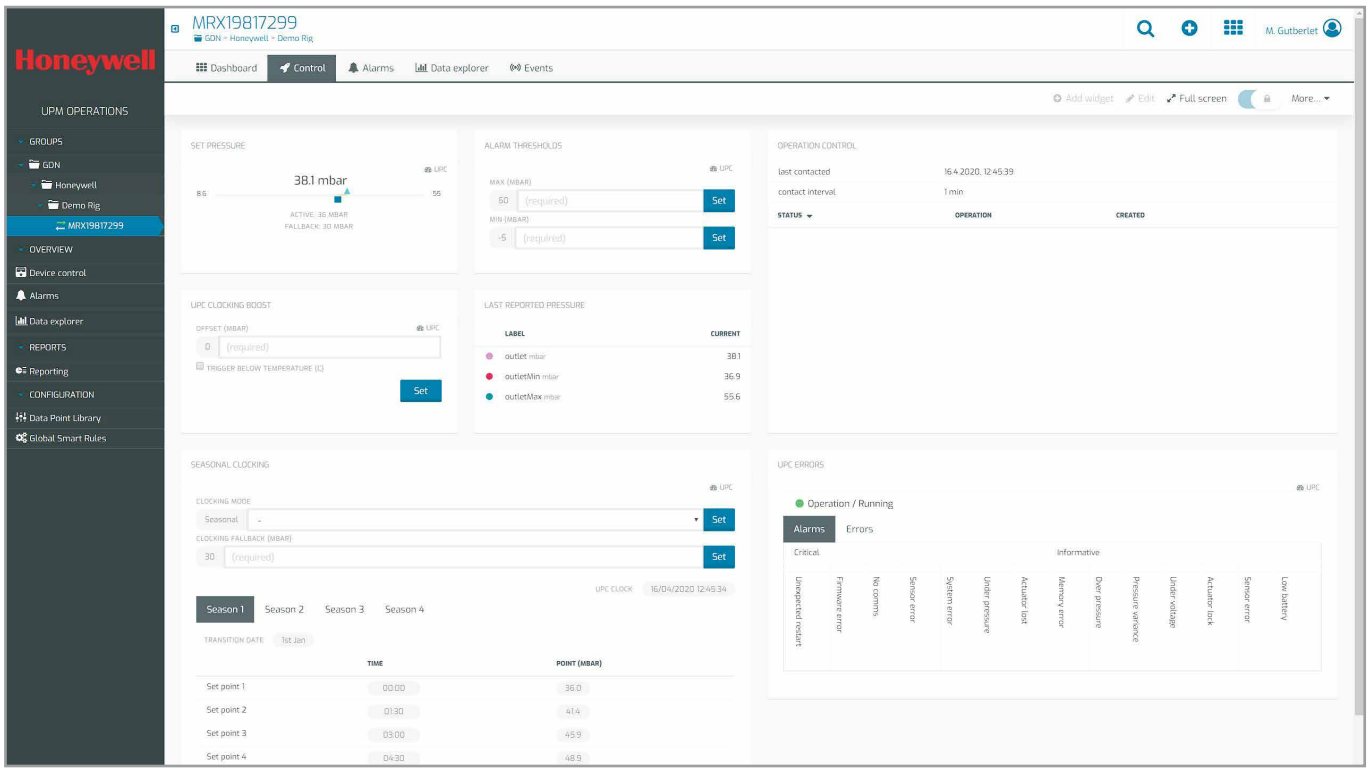
ago. We all have been there – multiple times across the world – and we have learned our lessons. The result for you, our customer in North America, is that Honeywell already has tried and trusted solutions that are already addressing your grid control challenges – from the wellhead all the way down to the small household connections.

START WITH THE BASICS – SLAM THE VALVE SHUT

Slam shut valves like the Honeywell 720 SSV or the Honeywell AmCo 1800 Series have been around for years. They can be triggered by overpressure and/or underpressure, remotely or even mechanically, directly at the slam shut valve itself. New integrated regulators allow for an even more compact design, integrating the slam shut valve directly into the regulator unit – a design that fits into the smallest of regulating stations, without the need of extra piping or pressure testing. Position indicators help to report the actual state of the slam shut valve to the control system and give clear visibility of what is going on in the distribution grid.

MONITORING YOUR METERS

Rotary meters are the most common form of gas flow measurement in the distribution grid. The technology has been around for decades and has proven itself as a reliable and safe way of measuring gas consumption. But how do we actually know that the rotary meter is performing as expected? Perhaps, by the time we hit our regular recalibration interval, the device had been undercounting for years. Differential pressure monitoring is the solution to the challenge of fixed recalibration intervals. By monitoring the pressure both upstream and downstream of the meter and by observing the trend of this pressure



drop, errors can be identified long before they become problems, and service visits can be scheduled based on actual need instead of just because the schedule says so.

ACTIVELY CONTROLLING YOUR PRESSURE

Having active safety devices in your network is a good first step. But how do you ensure supply in times of quick demand changes and more decentralized gas generation from renewable sources? Active pressure and flow control have been a transmission and city station privilege for a long time. New developments in technology and communication now make this technology available for smaller distribution and underground regulating stations as well. Using market-proven actuators, existing pilot-operated regulators can be retrofitted with active pressure control.

Honeywell's SmartLine pressure transmitters are designed specifically for these small stations – to ensure reliable and accurate pressure monitoring even in the harshest environments, such as a fully submerged station. Moreover, with Honeywell's unparalleled experience in automation and communication solutions, small RTUs like the ControlEdge RTU deliver the ideal mix of performance and efficiency to control even the smallest station.

But the story does not end here. Because there is one other clear differentiator between a gas grid and an electricity grid: While electricity grids are usually built as a tree structure, gas grids are often built in rings or have multiple interconnections with high-pressure transmission pipelines. The result: Changing the pressure in one station will have side-effects on other stations in the grid. To actually control your pressure, you need to have a system that monitors and controls this whole section of the grid in concert.

While many of these problems are new for the North American distribution market, Honeywell is using its global footprint and more than 180 years of experience to bring you the tried and proven technologies that will enable you to make your gas grid intelligent – no matter under which type of pressure.

Max Gutberlet max.gutberlet@honeywell.com

DO GOOD AND TALK ABOUT IT

We often believe that we have already provided customers and colleagues with plenty of information about time-tested, established products: But how quickly does time pass? New technologies "suddenly" appear on the market. When we talk to them, we find that there are new customers and colleagues, that many details have simply been forgotten, and that there are new ways of looking at things which also have to be taken into account. And sometimes, the world simply goes mad – as it is now.

The quote, "Do good and talk about it" is one of the best-known phrases used in modern public relations work in the German-speaking world. However, what is much less relevant is where the quote actually comes from. Georg-Volkmar Graf Zedtwitz-Arnim wrote a book with this title about public relations work in Germany in 1961. In 2002, Walter Fischer used the same title for his book about public relations work by non-profit organizations. Others claim that the quote dates back to German politician Walter Fisch (1910-1966). What is much more important, is the intention behind the phrase, which is still relevant today. It refers to objective, professional conversations and discussions about new products and the latest news, allowing others to join in and providing information about changes or simply about things that are still as good as they have always been – such as the commercial and industrial diaphragm gas meters from Honeywell, for example.

Commercial diaphragm gas meters BK-G10, BK-G16 and BK-G25, as well as industrial diaphragm gas meters BK-G40, BK-G65 and BK-G100, combine innovative features with many decades of gas measurement know-how. The measuring unit operates on the principle of pneumatic control. This guarantees low noise, long-term stability, and high accuracy. Thus, the Honeywell BK Series of diaphragm gas meters meets the highest standards with respect to measurement accuracy, as well as safety. They can be operated with any type of gas and do not need a battery.

KEY PRODUCT FEATURES AND CUSTOMER BENEFITS

- Measurement of cumulated gas flow for billing purposes with a proven design featuring high accuracy and long-term stability (designed for a service life of > 20 years) and thus very low operating and maintenance costs, as well as low total cost of ownership for our customers
- Suitable media: natural gas, town gas, propane, butane, air (and other gases: inert gases as defined by EN 437)
- Mechanical roller index with pulse magnet
- MID approval and EN 1359 conformity for commercial diaphragm gas meters BK-G10 to BK-G25 and industrial diaphragm gas meters BK-G40 to BK-G100 enable customers to buy the full portfolio from a single supplier – Honeywell
- Lower noise level and less vibration in comparison to rotary meters
- Retrofitting possibility of pulse transmitters or communication modules from Honeywell or third parties allows integration of commercial and industrial diaphragm gas meters with a mechanical index into a smart metering environment

ACCURACY AND STABILITY REFINED

- Options:
  - Temperature conversion compensates for the effect of different gas temperatures and allows for more accurate billing
  - Meters can be supplied either with co-axial or two-pipe connections
  - Zone 1 ATEX certification (two-pipe meters only)
  - Tamper protection: diaphragm plate usually made of steel, but optionally of anti-magnetic stainless steel
  - Tamper detection: SAN – easily breakable index cover

- Platforming: The full range of Honeywell diaphragm gas meters uses the same index baseplate on the meter body. Thus, all available Honeywell gas meter index solutions can easily be used with residential, commercial, and industrial gas meters. If you are looking for smart commercial and industrial gas meters, Honeywell's Absolute ENCODER (AE) index or themis® electronic index might be an option.

FOR MORE INFORMATION

Learn more about Honeywell's commercial and industrial diaphragm gas meters with a mechanical index by visiting the links below:

Honeywell Smart Energy Gas
Website

Commercial Diaphragm Gas Meter (CDM)
Website

Industrial Diaphragm Gas Meter (IDM)
Website

Pulse Transmitter (IN-Z6x)
Website

Docuthek for data sheets, operating instructions, and certificates for diaphragm gas meters and pulse transmitters IN-Z6x
Website

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NEW ABSOLUTE ENCODER SOLUTION AT PTT

HOW METER READING ARCHIVES CAN GO DIGITAL AND STILL MAINTAIN ACCURACY

One group of key customers belonging to PTT, the gas transportation and distribution company in Thailand, is the power plant customers, who consume substantial amounts of natural gas annually.

At metering stations, besides collecting high-frequency pulse signals from turbine meters for billing purposes, the site RTU also collects low-frequency signals from the meter as an important backup archive. As these backup archives are used for audit and verification whenever disputes and/or reading errors arise, it is important to record the meter reading accurately at all times. However, PTT has faced the issue of mismatched RTU and meter readings at most of the metering sites due to missing pulses and, occasionally, meter backflow. As such, the archived data of the RTU at several sites cannot be used due to high discrepancy.

After several discussions with PTT to understand their issues and expectations, together with local channel partner Polytechnology and Honeywell's Mainz office, PMC's ROAP team has developed and proposed a new Absolute ENCODER solution in order to enable digital archiving of absolutely correct meter readings at all times. This solution also aligns with PTT's policy of Digital Transformation for all field instruments. The solution involves replacing the standard

mechanical index of the turbine meter with the Absolute ENCODER index and installing a DL230 data logger such that the meter reading is now transmitted digitally. In terms of results, the receiving counter of the DL230 is always the same as the meter counter. The solution was presented, tested, and evaluated at PTT's laboratory for three months before being accepted by PTT. In December 2019, we started the trial at PTT's GULF U-Thai Power Plant site by retrofitting the Absolute ENCODER index to six turbine meters and installing three DL230. Until now, the meter readings of these turbine meters have been transmitted digitally from the meter index, DL230, local RTU and back to the SCADA system located at PTT's control center correctly. Upon the successful completion of the 6-month trial, PTT plans to progressively implement this solution at another 20 power plant sites.

As usual, Honeywell is working closely with PTT and its partners to ensure the successful implementation of the Absolute ENCODER solution and reliable, accurate digital archiving of meter readings.

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FIGHTING LEAKS WITH REBELLION PHOTONICS

HONEYWELL'S ENVIRONMENTAL REBELS

Honeywell acquired Rebellion Photonics at the end of 2019, kicking off a new chapter in environmental protection. When news broke late in December 2019 that Honeywell had acquired Rebellion Photonics – a small, 25-person startup from Houston, Texas, many analysts, and frankly even Honeywell employees, were asking themselves – Rebellion who?

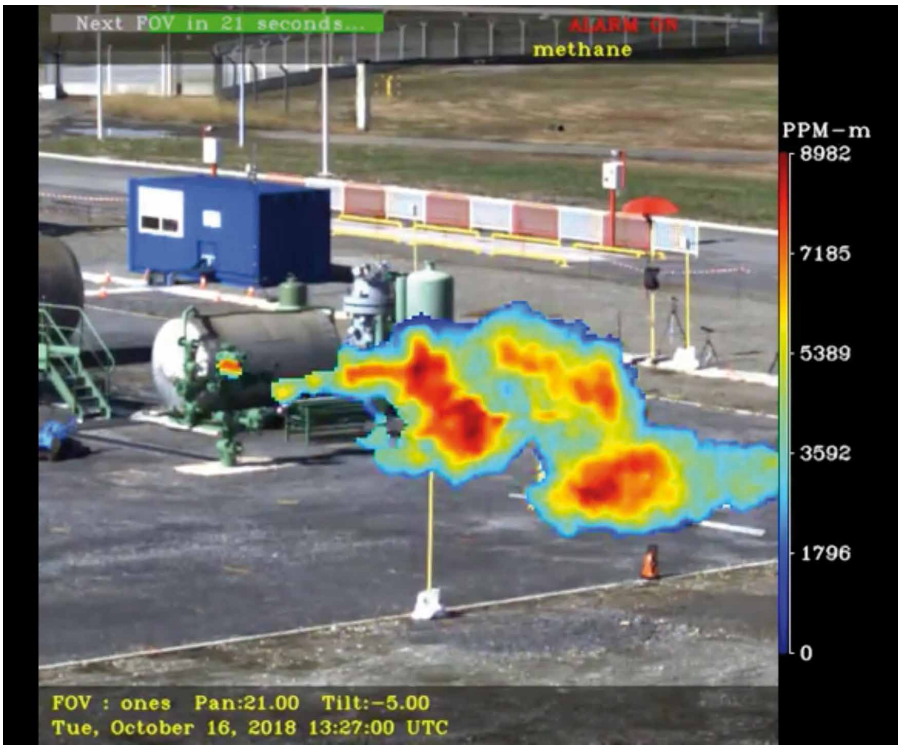
Little did we all know that this acquisition would usher in a new era in environmental protection for our gas business – the era of optical leak detection.

Rebellion Photonics, founded in 2009 by Robert Kester and Allison Lami Sawyer based on Kester's PhD work at the Rice University in Houston, developed a unique camera solution that allows for the highly accurate detection of any type of gas leakage in factories, power plants and other facilities.

The system harnesses the unique fact that light gets absorbed by different kinds of gases at different intensities – which in turn allows the identification of such gases, not only which ones are present, but in what quantities .

"We build cameras that don't just see colors – they actually identify chemicals," said Allison Lami Sawyer in an interview with Smart Business in 2013. "Instead of seeing red or yellow, the camera can detect, for example, a methane leak on an oil rig..."

Optical gas detection had been around for years, but Kester's solution took a radically different approach. Instead of using the visible or ultra-high frequency spectrum of light to measure the absorption rate, Kester



decided to build his camera based on blackbody radiation, the thermal radiation that is emitted by all bodies in the universe.

This genius approach allowed the team to build a camera that is inherently immune to the temperature variations and backscatter from other light sources that had plagued manufacturers of conventional optical gas detection systems for years.

FROM TECHNOLOGY TO FINISHED PRODUCT

Startup companies with exciting new technologies are a dime a dozen in today's economic climate. What really set Rebellion Photonics apart was that they not only developed this new camera technology, they produced a fully thought-out and production-ready offering from which the commercial product available today emerged.

However, the camera is only half of the story. In the end, analyzing the images and detecting what kind of gas is escaping at what location and with what flow rate required extensive use of machine learning algorithms and years of gathering real-life data.

After initially focusing on the medical sector and the possible detection of cancer cells, the team quickly pivoted into the oil and gas industry, in which, in the face of growing environmental awareness and increasingly stringent regulations, the need for precise detection systems for methane and other gas leaks is steadily increasing.

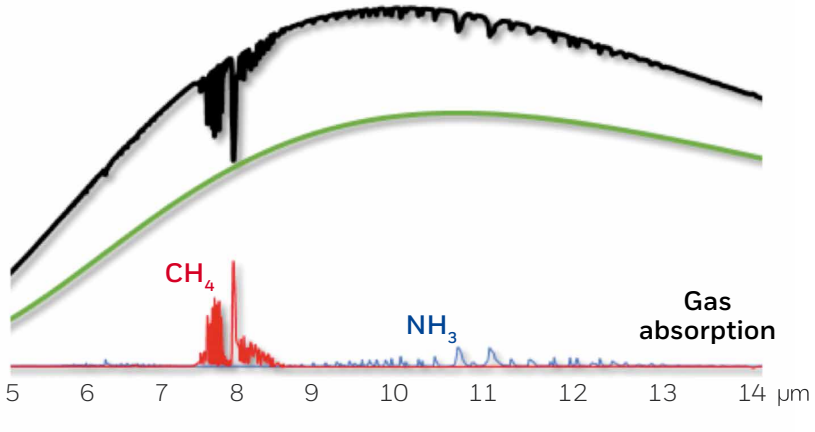
After their first product, the standard GCI camera, Rebellion Photonics quickly developed a range of special camera solutions for different application scenarios. Need a camera for installation in hazardous environments? An IECEx-certified version is available. Want to monitor systems for a limited amount of time without needing to integrate the camera into your existing infrastructure? A standalone, solar-powered, extendable-mast-mounted version can be deployed tomorrow. You are responsible for hundreds of miles of pipeline in the middle of nowhere? With the drone-mounted version, you can regularly fly over your entire pipeline.

The result of all this development work was a product that can detect gas leaks with very high accuracy and at very low flow rates – for methane emissions as low as 250 ppm (parts per million).

It is also worth noting that the Honeywell Rebellion Photonics system is completely automated. There is no need for an operator to sit in front of the screen and monitor what is going on. The system auto-triggers alarms and actions based on pre-configured gas detection levels.

You want the system integrated into your Honeywell Experion SCADA solution? The built-in Modbus/TCP support, the de-facto communication standard for gas facilities, allows for easy integration into any infrastructure.

Blackbody radiation after it passes through gas cloud



While developing the system, Kester's team discovered that the machine learning algorithm they had developed was capable of doing more than "just" detecting gas leaks. It was capable of detecting fire – especially in difficult-to-monitor environments with many artificial light sources. In addition, it could be used to detect and categorize people and vehicles, allowing for the detection of unauthorized entry into restricted areas.

OPTICAL LEAK DETECTION – AVAILABLE NOW

Through the acquisition of Rebellion Photonics, Honeywell is again cementing its leadership position in the provision of the most innovative environmental protection solutions.

Popular Gas Species	Theoretical Minimum Detection Level (ppm-m)
Acetic acid	180
Ammonia	13.5
Benzene	125
Butadiene	125
Butane	250
Carbon Dioxide	1075
Ethane	250
Ethanol	15
Ethylene	250
Iso-Bbutylene	125
Iso-Pentane	40
Methane	250
Methanol	10
N-Pentane	20
Propane	500
Propylene	125
Sulfur Dioxide	20
Toluene	150
Vinyl Chloride	2.5
p- or m-Xylene	20

The Honeywell Rebellion Photonics Solution is now available from your Honeywell Safety and Productivity team – if you are interested, reach out to your Honeywell sales representative today.

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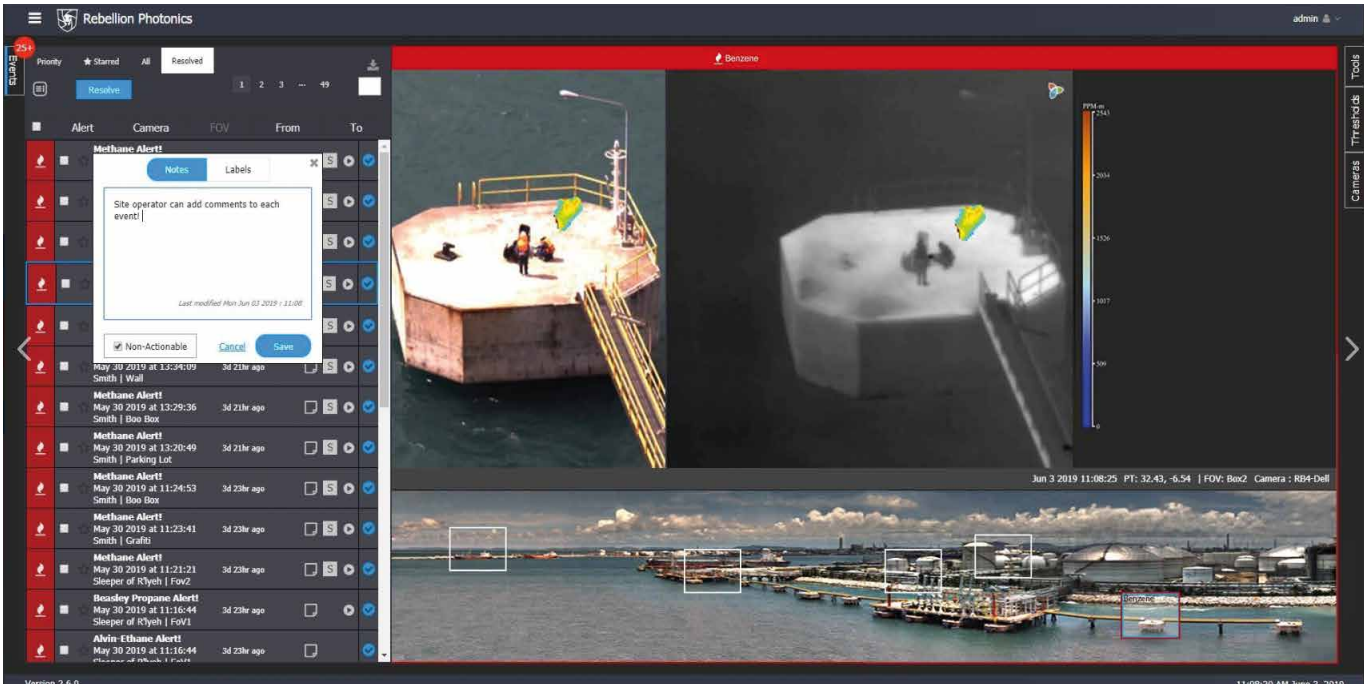

REASON TO CELEBRATE FOR HONEYWELL AND GRDF

100TH BIOMETHANE GRID INJECTION STATION FOR GRDF

> While writing this article, we have just seen oil prices plummet to a staggering low of just above 30 dollars per barrel.

The spread of the COVID-19 virus has all kinds of effects, among which is the reduced demand for oil as a result of lower transport volumes of goods and less international travel. Both are results of our attempt to stop or limit the global spread of this newly discovered piece of DNA/RNA packed in a piece of protein.

Fear of viruses...it made me think of the fear natural gas companies had when the introduction of biogas into the gas grid was being suggested. The idea was that microbes from anaerobic digesters could be present in the upgraded biomethane and travel with the gas into the households of millions of people. A justified concern? Maybe, but tests soon pointed out the gas was cleaner than the air you would find in an average classroom. The renewables revolution could continue and gas-to-grid has become well accepted in many countries around the world. Still, the adoption of biomethane into the gas grid is very much dependent on governments, as well as company leadership. GRDF has embraced biomethane-to-grid like no other distribution network in Europe has. With its clear vision for decarbonizing their operations, they started to develop the first gas-to-grid project early in the past decade.

Elster-Honeywell was among the first to work with GRDF on a suitable solution that would safely and effectively inject renewable natural gas (or biomethane) into their gas grid.

In 2012, we delivered the first installation for a French site named 'Forbach', and since then we have been working closely together to optimize the solution in both technical and commercial terms. This has resulted in close cooperation on the renewables front, for which we are very thankful; and we

are proud of what we have achieved together.

Early February marked a milestone, as we finalized the production of the 100th biogas station for GRDF. A great achievement that was worth celebrating! During a short gathering in our factory in Lognes (France), we took time to celebrate and express words of appreciation to GRDF for trusting Honeywell with this business over the last several years!

BIOMETHANE IN FRANCE

The plans and expectations for biomethane in France are ambitious:

- By 2020, the prospects for injection are between 5,000 and 16,000 GWh, or the consumption of 120,000 to 390,000 low-consumption homes.
- By 2030, between 500 and 1,400 sites will inject biomethane into the grid (ADEME* methanization roadmap, low and high scenarios), which will represent 16% of biomethane in the network (ADEME forecasts).
- By 2050, 73% of the gas circulating in the distribution network will be "green gas" according to the GRDF scenario (56% according to ADEME).

We will be there to support his great renewables turnaround. The Lognes team and Honeywell's management are dedicated to supporting this renewables business for the long run.

Fear is never a good advisor. Both GRDF and the Honeywell team have shown that, with dedication and belief in a different future, we can achieve things that fear of the unknown would have prevented us from even considering. The future is what we make it!

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** ADEME = French Environment & Energy Management Agency*

DOWNLOAD PORTAL FOR DOCUMENTS

All 3.1 certificates and test reports are available in this customer portal. Downloading them is extremely simple – go to www.hongastec.de and click on “Download” in the “Service” tab.

Our download portal for product certificates has now been online for one year. It has already proven useful in every respect. You can download the relevant document by simply entering your customer number and the device serial number.

The certificates and test reports are available all over the world at the latest two weeks after your products have been shipped.

We have noticed how popular this customer portal is in two ways. Firstly, the number of customer enquiries we receive relating to certificates and reports has fallen by 70%, and secondly, we can see from the website traffic that there have been over 500 access attempts and downloads in the first twelve months.

We plan to enhance the access facilities even further during 2020. To prepare for this, we are currently placing a QR code on all devices so that the certificates can be downloaded on the actual site using a cell phone.

This is yet another contribution by Honeywell to improve user-friendliness, customer satisfaction, and, ultimately, also protect the environment with the online version.

This new feature will be introduced in the third quarter of 2020. We will keep you up to date with these developments.

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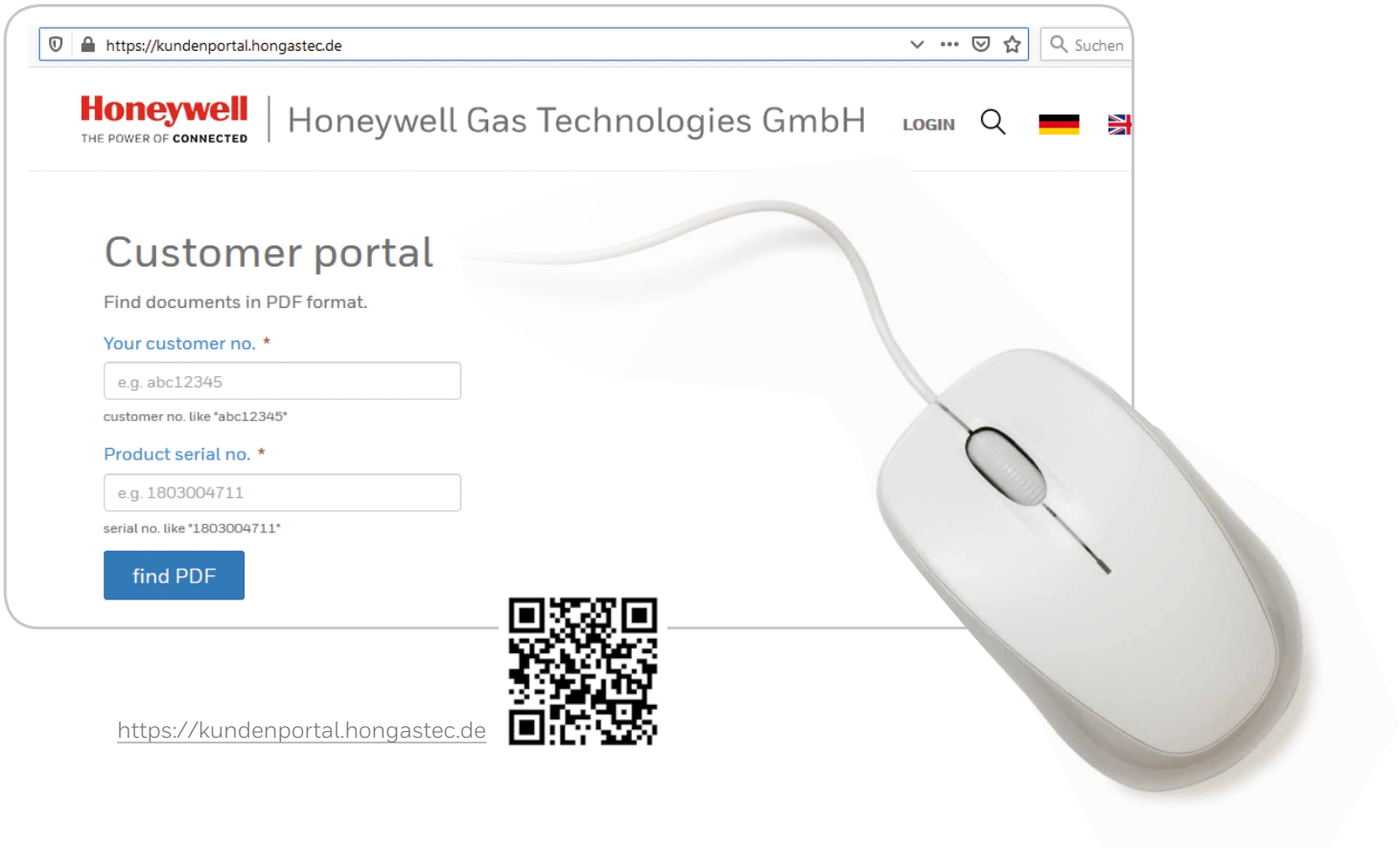


https://kundenportal.hongastec.de

HONEYWELL KNOWLEDGE BASE

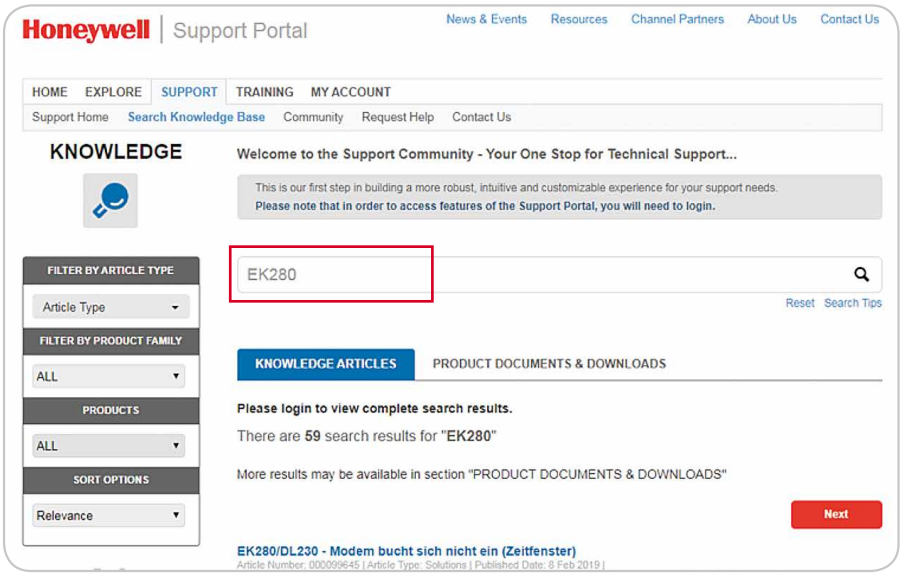
HERE TO HELP

> **Knowledge is everything – today, in particular, we are dependent on information which is not always readily to hand.**

We have all been there – I am looking for a recipe, a new handbag, or assembly instructions. But who can you ask? First of all, of course there is Doctor Google, who may well be able to help. But who knows how to fit a SIM card into an FE260? And there is not generally a suitable YouTube video for this (although it would be interesting). Or you can ask colleagues who may know how to do what you want – but sometimes even they are not available or cannot help.

But Honeywell can help: Our Technical Support team is available for all your tricky questions relating to Elster products – either on the telephone hotline or by e-mail. These product specialists can only be contacted at certain times, however, which means that they are not always immediately available. And in this case: It's up to you! So how can I find some help with my problem? To enable you to find a solution more quickly, Honeywell has established an online knowledge base which covers a large number of topics from the World of Elster, primarily electronics. The Technical Support specialists will publish solutions to problems in the form of short articles on this knowledge base.

These may also include presentations, PDF files, screenshots or images which provide solutions. The number of articles will naturally increase continuously.



You can access the knowledge base using the following link: www.honeywellprocess.com/support. Here, you have to register once with your e-mail address.

You will find the main item in around the center of the screen (in a red frame): "What are you looking for?" Simply enter your search term in this box; in the following example, it is "EK280", and then press "ENTER" or click on the magnifying glass icon in the same box. Further down, you will then find solutions to your question in the form of an article or a brief summary of the content of an article. If you click on the title, the article will be displayed in full.

In this example, the solution for a frequent problem is provided – during the commissioning process, the technician "forgot" to open a call window. As a result, the modem cannot, of course register in the network. The solution is then described in readily comprehensible form in the article.

And, of course, there is another question – is it also available as a mobile app? Well, Honeywell has thought of this as well. The only thing is that it works slightly differently: Open the above site in Internet Explorer and save the link as a bookmark (favorite) on your cell phone – now you will always be online. And that should help!

German Wohlrab german.wohlrab@honeywell.com

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