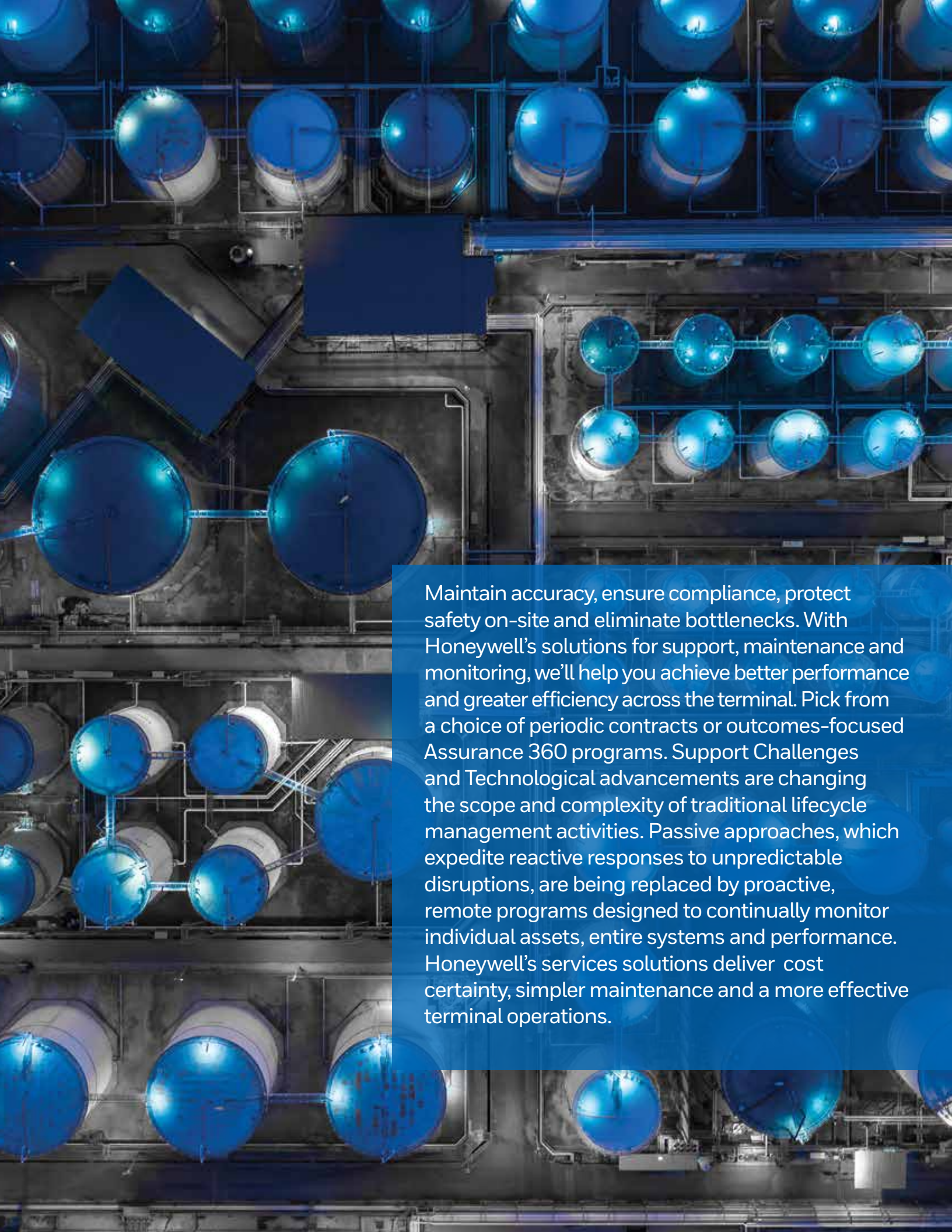


ENHANCE YOUR MAINTENANCE

Flexible Service Programs for Terminals.



Honeywell



Maintain accuracy, ensure compliance, protect safety on-site and eliminate bottlenecks. With Honeywell's solutions for support, maintenance and monitoring, we'll help you achieve better performance and greater efficiency across the terminal. Pick from a choice of periodic contracts or outcomes-focused Assurance 360 programs. Support Challenges and Technological advancements are changing the scope and complexity of traditional lifecycle management activities. Passive approaches, which expedite reactive responses to unpredictable disruptions, are being replaced by proactive, remote programs designed to continually monitor individual assets, entire systems and performance. Honeywell's services solutions deliver cost certainty, simpler maintenance and a more effective terminal operations.

PROTECTING YOUR EQUIPMENT PROTECTING YOUR BUSINESS

By choosing Honeywell you will experience innovative lifecycle solutions that deliver reliability and predictability. Experience reduced complexity, administrative burden and budget uncertainty. Efficient inventory management, spill prevention and protection of floating roof. Keeps the loading operation moving and benefit from confidence in your custody transfer transactions.

Terminals are facing challenges like regulatory pressures, tight margins and growing skill gaps, while maintaining their measurement equipment to the highest standards. Failure of a critical component for even minutes can cripple normal operations. There can be no compromise – but we can help removing your uncertainty around automation asset availability and operation.

HONEYWELL'S RANGE OF SERVICES HELP SAFEGUARD YOUR BUSINESS:

- Honeywell's terminal services programs guarantee critical business outcomes through a collaborative model around enterprise objectives, operational priorities, asset conditions and the reduction of capital expenditure.
- Keep compliance, with verification and calibration to ensure API and ASTM compliant inventory data measured and calculated from CIU.
- Manage obsolescence with solutions for updates and upgrades to keep software, firmware and equipment safe and secure and delivering optimal performance.
- Eliminate skill gaps drawing on Honeywell's worldwide network of experienced engineers, terminal technology experts and training solutions.
- Boost efficiency with accurate measurements for custody transfer operations, efficient spares management and improved availability for your assets.
- Enabling remote service delivery in case of emergency situations, helping you with your business continuity.

A SIMPLIFIED SERVICE CONTRACT FOR YOUR TERMINAL

Our periodic service contracts are an effective solution to maximize performance at a predictable annual cost. Adhering to safety compliances and maintaining accuracy and high levels of uptime, our contracts provide cost certainty and access to high quality maintenance expertise.

TOTAL CARE CONTRACTS PROVIDE COVER FOR ALL YOUR KEY TERMINAL DEVICES, SYSTEMS AND SOFTWARE:

- Enraf tank gauging
- Small volume provers
- ENTIS, Entis Pro and CIU software, as well as gauge firmware
- Batch controllers
- Other field instruments, including level and temperature transmitters



A MENU OF OPTIONS: CHOOSE FROM THE BROADEST PORTFOLIO OF SERVICES AVAILABLE FOR THE TERMINAL TO FIND A SOLUTION THAT WORKS FOR YOU.

- Preventive maintenance eliminates unbudgeted costs of repair and replacement from run-to-failure maintenance strategies. Our experienced service staff check and verify equipment and systems to develop a comprehensive report of issues and required maintenance. Repairs at our factories or in the field always use parts that have passed through rigorous checks. Products are tested and reset in line with specifications prior to delivery.
- Diagnostics services determine actual equipment performance in operation. Data collected by our team on-site is rigorously analyzed to detect potential inaccuracies due to installation effects or other issues.
- Verification and validation tests are tailored to your specified tolerances to allow you to confidently meet industry standards and contractual agreements.
- Support services provide rapid responses and expert insights. Our services include a ticket based helpdesk system for support; remote servicing with performance validation, diagnostics evaluation, fault-finding and small software adjustments or updates; and emergency callouts by authorized, highly-trained service engineers.

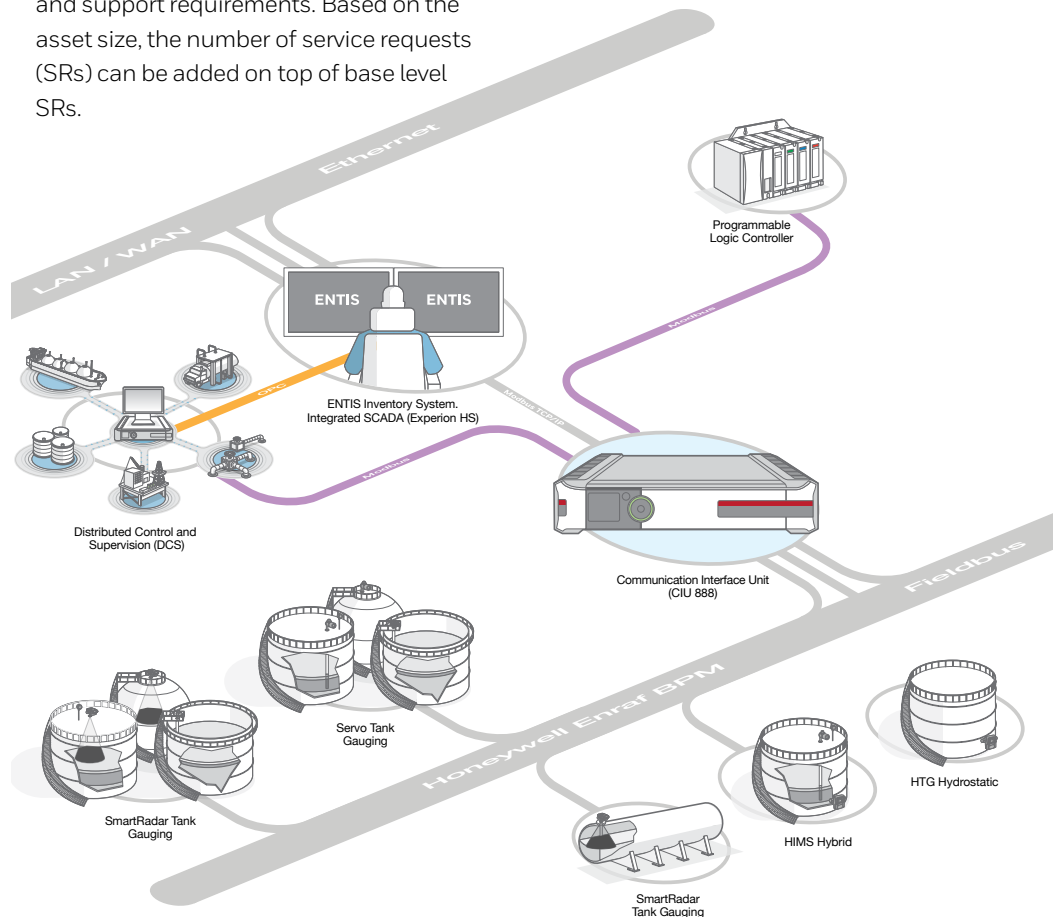
TOTAL CARE CONTRACTS PROVIDE A SINGLE, SIMPLE CONTRACT AND POINT OF CONTACT FOR ALL YOUR AUTOMATION SUPPORT NEEDS. TO GET THE SUPPORT THEY NEED, CUSTOMERS CAN CHOOSE FROM OUR TWO TOTAL CARE PROGRAMS.

- **Total Care Enhanced** provides greater peace of mind for more demanding maintenance needs. Users can relax, knowing all their service needs are met. Through our GTACs, telephone lines and remote connectivity, we provide unlimited support and troubleshooting. Our Enhanced service can also include additional services:
 - Spare Parts Management, P1-onsite, P2-backup
 - Remote configuration support
 - Preventative maintenance onsite or remote service
 - Annual validation of temperature and level transmitters
 - Firmware and software updates as released
 - License upgrades when available.

We also offer optional add-ons including emergency onsite support for corrective maintenance, as well as ATEX and SIL certifications to meet the applicable regulatory compliance requirements.

Our periodic contracts deliver value through long-term engagements. We optimize resources to keep your vital equipment complying to regulatory compliances, delivering accurate measurement and protect uptime. Timely interventions help minimize disruptions and ensure smooth operations.

- With **Total Care Lite**, users get access to our terminal technology experts through telephone support and remote connectivity to diagnose, troubleshoot and fix problems faster. With access to our local engineers, troubleshooting services and Global Technical Assistance Centers (GTACs), you can get the help you need, wherever you are in the world. For a single annual payment, Total Care Lite includes a limited number of service requests (SRs) a year, providing cost certainty for the bulk of your service and support requirements. Based on the asset size, the number of service requests (SRs) can be added on top of base level SRs.



OUTCOME-BASED MAINTENANCE: ASSURANCE 360 FOR TERMINALS

Improving performance, reliability and efficiency requires a transition from traditional strategies such as “react and respond” to “analyze and predict.” By applying data driven-services, Honeywell’s Assurance360 programs deliver newfound productivity and uptime replacing old patterns of frequent operational disruptions.

Under Assurance 360 we take ownership of key terminal outcomes, delivering all solutions, materials, labor, spares and training required to achieve agreed service levels – all for a fixed annual cost. Mutually agreed KPIs define the standards we work to meet.

**IT'S A CONTRACT TAILORED TO YOUR TERMINAL,
WITH KPI'S TARGETING THE CRITICAL CRITERIA THAT YOU
DECIDE ON – WITH A WIDE RANGE OF POSSIBILITIES:**

- Support and maintenance metrics, including response time, resolution times or incident reduction.
- Availability of system software or spare parts.
- Change and optimization, including addressing equipment operating outside healthy parameters.
- Cybersecurity adherence, to IEC 62443 / ISA 99 Standards.

Assurance 360 helps optimize the cost of ownership for key assets, ensuring safety regulations maintains accuracy and delivers the highest levels of availability. With technology road mapping it also offers a long-term solution over the lifecycle. Optimized refresh schedules help decrease cost, accommodate operational constraints and ensure supportability.

BUILDING A BETTER TERMINAL BUSINESS

HONEYWELL'S TOTAL CARE CONTRACTS AND ASSURANCE 360 PROVIDE A HIGHLY EFFICIENT PATH TO DELIVER MEASUREABLE BENEFITS TO TERMINALS OPERATORS:

- Up to 99% improvements in equipment availability
- Up to 99% better equipment reliability
- Up to 10% lower lifecycle costs
- Up to 10% improvements in commercial performance.

Plus get all the latest and compatible spares, and access to Honeywell's skilled resources and software support worldwide.





BREADTH AND DEPTH

We bring over four decades' experience in terminals and global scale. Supporting over 1,000 contracted customers around the world, we're also a leader in terminal technology, with more than 2,000 installations. Honeywell combines domain and product expertise to give you a better service, getting it right first time.

With flexible service levels, and more than 6,000 engineering, maintenance and software support experts worldwide, we can carry out complete delivery, augment your workforce and competencies, or provide remote surveillance and support. We'll focus on automation performance, so you can concentrate on core operations.



For More Information

To learn more about Honeywell's periodic service contracts for terminals, visit www.honeywellprocess.com or contact your Honeywell account manager.

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THE
FUTURE
IS
WHAT
WE
MAKE IT

Honeywell