

SERVICE MADE SIMPLE

Gas Services



Honeywell

YOUR SERVICES NEEDS. OUR TAILORED SOLUTIONS.

With Honeywell Service Made Simple, you get more than just a service plan for your gas measurement equipment, which includes ultrasonic and turbine flow meters, flow computers, gas chromatographs, supervisory systems, and pressure and temperature measurement devices. You receive a complete solution that covers every aspect of your equipment's lifecycle — from installation and commissioning to maintenance and repair, and from upgrades to replacements. Whether you need on-site support, preventive or corrective actions, spare parts, or training, Honeywell Service Made Simple has you covered. Trust Honeywell to keep your gas measurement equipment running smoothly and safely, while maximizing its performance and efficiency.



A complete range of services ensures you can maintain accuracy over the lifecycle and rapidly detect and address risks to metering performance—all for a single, agreed annual payment.

SERVICE MADE SIMPLE

- Our service contracts help you ensure accurate, reliable measurements across your operations to protect profits, eliminate downtime, control maintenance costs and avoid incidents that can compromise compliance or safety. With Honeywell Service Made Simple, you get more than just a service plan. You get a complete solution for your gas measurement systems
- By ensuring cost certainty and quality for your equipment and solutions throughout their lifecycle, we enable you to focus on your core business while we manage the risks and challenges associated with your gas measurement systems and tailor a service package to suit your specific needs and preferences

SERVICE CONTRACTS

SERVICE CONTRACTS

Gas Measurement Systems need proper maintenance and support to keep delivering value over time. The Honeywell Service Made Simple program helps you preserve your automation system with sustainable lifecycle benefits.



Total Care

- The Total Care Contract provides a full package of services to accelerate troubleshooting, maintain accuracy and reduce risks to the gas measurement operation. We'll enhance your maintenance while controlling costs to build a more reliable, robust and profitable business
- Offers regular and emergency onsite maintenance for gas measurement systems
 - Spare parts management through the right level of stocking at customer site as well as Honeywell warehouse to assure availability based on the plant needs to avoid downtime
 - This comprehensive service contract optimizes resources to keep your vital equipment complying to regulatory compliances, delivering accurate measurement and protecting uptime
- Includes coverages that repairs or replaces spare parts management, firmware and software updates and preventive maintenance onsite



Enhanced Care

- A repair service plan to support the Gas Measurement systems hardware, firmware, and consumable parts for two years
- Provides preventive maintenance services that ensure the device is functioning properly and meets the safety standards
- Includes Start Up and Commissioning where Honeywell initializes, sets up and configures your instruments to ensure they are properly operating



Lite Care

- Eliminates hidden costs by providing a repair service that repairs gas systems that stop working because of normal usage
- Includes firmware updates and upgrades the turnaround time on warranty repairs

SERVICE MADE SIMPLE



SERVICE OVERVIEW				
Service Levels		Total Care	Enhanced Care	Lite Care
ENTITLEMENTS	Lifecycle management	●		
	Consumable replacement	●		
	Software updates, upgrades, and patches	●		
	Spot repairs (including parts)	●		
	Preventative maintenance	●	●	
	Beyond economical repair replacement	●	●	
	Parts management	●	●	
	Sensor replacement	●	●	
	Priority repair and technical support	●	●	
	Global contract support	●	●	
	Start-up and commissioning	●	●	
	Annual site assessment	●	●	●
	Firmware updates	●	●	●
	User training (virtual classroom)	●	●	●
	Expedited turnaround	●	●	●
	Multi-product support discount	●	●	●
	Global contact support	●	●	●
	Technical support/help desk	●	●	●
OPTIONS	Measurement As A Service (MaaS)	●		
	Dedicated on-site support	●		
	On-site training	●	●	
	Installation	●	●	
	Software upgrades	●	●	●
	Software commissioning	●	●	●
	Analytical services	●	●	●
	Calibration services	●	●	●
GENERAL	Contract length – On-site services	4-year	2-year	2-year
	Contact length – Depot services	4-year	4-year	4-year
	Flexible billing options	Yes	Yes	No
	Depot turnaround	3-day	3-day	5-day
	Eligible for renewal	Yes	Yes	Yes

IMPROVE REDUCE INCREASE

IMPROVE YOUR UPTIME. REDUCE YOUR COSTS. INCREASE YOUR CONFIDENCE.

Preventive Maintenance

Predict and prevent problems with your measurement equipment using our services. By performing regular checks, calibrations, and adjustments on your devices, we can ensure that they are operating within the specified range and delivering accurate results. With preventive maintenance, you can improve reliability, protect accuracy, and cut the cost of run-to-failure maintenance strategies. Preventive maintenance also reduces the risk of costly breakdowns and downtime, as well as extends the life span of your equipment. Our preventive maintenance service is customized to suit your needs, schedule, and budget.

Diagnostics Services

Maintain confidence in your measurements with annual validation of your ultrasonic meters, pressure and temperature chromatographs, transmitters, and gas. Our validation tests are tailored to users' specified tolerances, allowing you to confidently meet industry standards and contractual agreements.

Spare Parts Management

Keep your site running smoothly, save money on unexpected repairs and stop worrying about spares. The Total Care and Enhanced service contract covers Spare Parts Management for your site. You can choose the most important spare parts to store onsite, and we or our authorized representatives will keep other spares ready for you. We make sure you always have the right part, so you don't have to deal with issues like availability, obsolescence, or compatibility.

Validation

Maintain confidence in your measurements with annual validation of level and temperature transmitters. Our validation tests are tailored to users' specified tolerances, allowing you to confidently meet industry standards and contractual agreements. The frequency of the validation services is flexible, based on the organization needs or regulatory requirements.

Software Updates and Upgrades

Protect your operation with safe and reliable updates for your software and firmware. Tested, verified and delivered securely when released, we'll keep your software and firmware protected and current. We'll also upgrade relevant software when new releases become available, ensuring you always have the latest version.

HOW TO ORDER

Don't miss this opportunity to take advantage of Honeywell Service Made Simple, the best way to keep your Gas Measurement Systems in top condition. Whether you need Contract, Demand or Professional services, we have the perfect solution for you. To find out more about our services and how they can benefit you, get in touch with your Honeywell representative or distributor today.

Process Measurement and Control

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