





# GLOBAL **SERVICE** PROGRAM



# A NEW SUPPORT STRATEGY FOR LEVEL AND FLOW CONTROLS

MAGNETROL's Global Service Program (GSP) is devised for today's world; one that grows more competitive, and one whose industries are looking for innovative strategies that allow peak lifetime performance of all level and flow controls. The process instruments our customers depend upon rapidly evolve. They grow more complex as they become more advanced, and are increasingly subject to new safety and environmental requirements. Not surprisingly, services are needed to support these products in their setup and maintenance. Customers are also looking for support in attaining the technical autonomy necessary to gain the maximum benefit from these products. Many customers prefer support services be more proactive in managing instrumentation over its entire lifetime.

**Magnetrol, GSP gives you the support you need.**

## **Our package includes:**

- Focused assistance when and where you need it most – at key milestones in your product's life cycle.
- A variety of flexible service products suited to your business' nature and plant culture.
- Increased instrument efficiency, leading to increased uptime, reduced cost of ownership, and maximized return on investment.
- Service and support for your Magnetrol product by factory certified professionals.
- Efficient calibration / configuration / start-up assistance.
- End user training.
- Maintenance and repair support.
- Future enhancements, retrofits and replacements.

Our expert service will also allow you to use our devices as effectively as possible, integrating them in to your existing processes and enhancing plant efficiency.

# FIELD SERVICE

## Global coverage and local presence

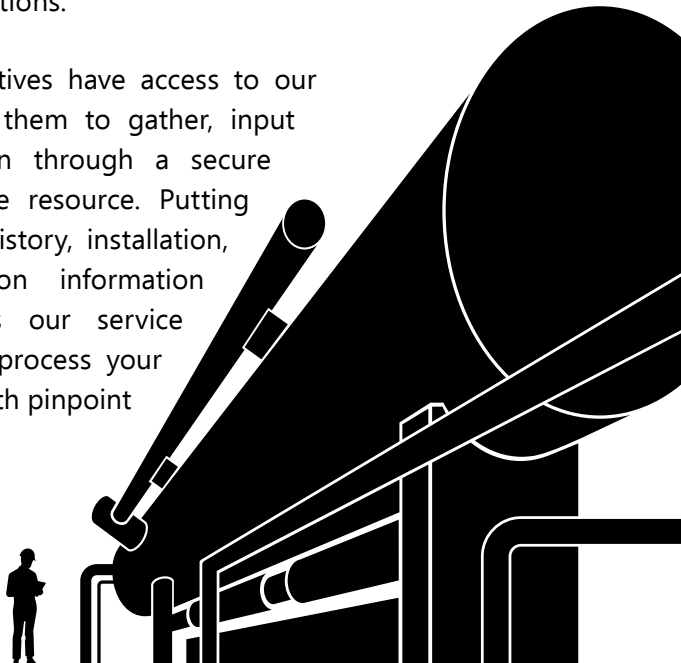


Our support is global in scope, yet local in its implementation and we position our service teams as close as possible to our clients. Local support teams are effective business partners bringing greater familiarity with customers' needs born of close working relationships.

Our field service team consists of qualified, experienced factory certified engineers and technical personnel. They are trained to provide you with worldwide field support tailored to your needs.

In addition to their application and industry expertise, they are also true experts in our device technologies, have the necessary qualifications (Offshore, VCA,...) and are committed to helping you get the most from our solutions.

All our service representatives have access to our online database allowing them to gather, input and exchange information through a secure and interactive knowledge resource. Putting customer status, service history, installation, operation and application information at their fingertips gives our service technicians the ability to process your service needs faster and with pinpoint accuracy.



# Our Service program offers:

## Commissioning & Start-up Assistance

Even the best-engineered level and flow controls must be configured and commissioned correctly to ensure optimal performance. That's why many customers turn to the factory certified commissioning experts at Magnetrol for their setup needs.

Our commissioning and start-up services are available worldwide, whether it's one instrument or an entire facility. With their vast application knowledge, our service experts can help you optimize product performance in your specific application.

### Our experts will:

- Provide training for your technical and engineering staff on optimal use and maintenance of the device.
- Verify the performance of the device and provide device configuration and diagnostic information.
- Monitor, test and evaluate the function of the newly installed instrumentation.
- Verify the correct installation of the instrumentation on the vessel or bypass chamber.
- Set up all instrument configuration parameters.

**“Commissioning assistance will give you an additional benefit – we will automatically add one year to your instrument’s product warranty.”\***

*\* Consult factory for applicable conditions*

## Periodic Health Check / Validation Services

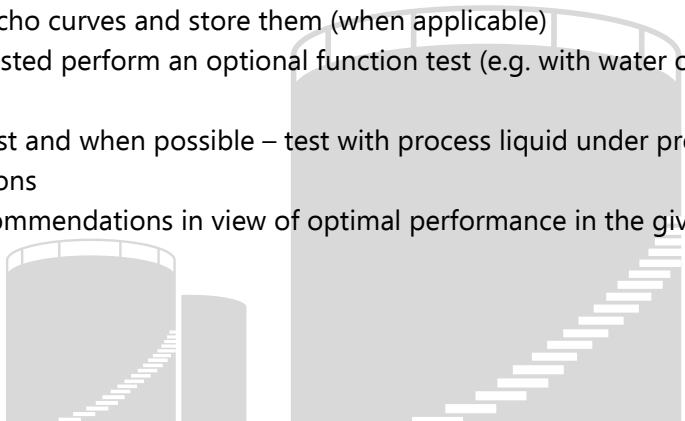
Our validation services range from basic health checks (e.g. installation, configuration, echo curves, etc.) to advanced safety and reliability reviews mandated by specific industries. These advanced health checks include proof testing for Safety Instrumented Systems (SIS) ensuring level controls are operational and perform according to designated Safety Integrity Levels (SIL).

Tank overfill prevention is an area of expertise for Magnetrol and we have an extensive product portfolio for automated overfill prevention systems conforming to API STD 2350. Advanced health checks provide periodic verification of system function and integrity; supported by documentation showing that scheduled reviews were conducted with the associated results.

For Life Sciences Instrument Validation, we can also assist you in the development of IQ/OQ documentation, generate and document conformance reports, and perform calibration verifications.

### What's included in a Health Check?

- Check installation (e.g. insulation, heat tracing, correct tightening of the transmitter – double check torque, etc.)
- Check Configuration and optimize or fine-tune when necessary
- Check diagnostic information and history
- Check live echo curves and store them (when applicable)
- When requested perform an optional function test (e.g. with water or with diesel)
- Upon request and when possible – test with process liquid under process conditions
- Provide recommendations in view of optimal performance in the given application





## **DELIVERABLES – TO CUSTOMER**

- Configuration File 'as found' and 'as left'
- Echo curves 'as found' and 'as left' (when applicable)
- Provide recommendations
- Visit or proof test reports (when applicable)
- Time Sheet
- Service Overview (work order) including service time, expenses and parts

### **Health Check for Guided Wave Radar Products –**

Magnetrol offers basic and advanced Health Check services to ensure that your instrumentation is always in compliance.

*Contact Magnetrol support*

## Troubleshooting

Whether a sudden emergency arises, or an instrument's performance has noticeably changed, our experts can be deployed around the globe to provide expert troubleshooting.

They'll diagnose, make adjustments or repairs and, if needed, order parts and schedule a replacement. With the aid of historical customer data gleaned from our database, and by using special tools and advanced diagnostic and configuration software, our certified field service representatives are dedicated to getting you back to optimum performance as soon as possible.

Magnetrol field service representatives can be called upon at any time, from product recommendation to product replacement.

## Remote Services

Magnetrol service technicians have all the necessary credentials to reach any remote facility (onshore and offshore) when in-person services and training is required.

If online services are more convenient, our certified team are experienced to assist you with providing troubleshooting via TeamViewer or other software platforms.



# TRAINING

Detailed technical training for your engineering and technical staff conducted at your site, a location of your choice, at a Magnetrol facility or online.

## **An investment in the future of your business**

Our industry experts will take the time to understand your specific needs around training; linking technology knowledge to your applications. Covering technology insights, configuration, diagnostics and troubleshooting both through classroom and hands-on workshops using real-world demo equipment.

The training is meant to be interactive and can be tailored to your needs; both from a content, depending on the audience (engineers, technicians, plant operators, maintenance engineers, new recruits...) as well as from a timing point of view.

### **You'll learn:**

- How to operate and maintain your equipment efficiently and effectively
- New methods for preventive and corrective planned maintenance
- How to optimize your application process and increase uptime

### **A standard training session typically covers:**

- Principle of operation
- Device features
- Installation
- Diagnostics
- Calibration/Configuration
- Proactive maintenance & troubleshooting
- Live demo and hands-on

# TECHNICAL SUPPORT

We are not just a manufacturer and supplier, we partner with our customers and use all our resources to provide solutions that meet your specific needs.

Our dynamic, searchable database allows our service reps around the world to help with your questions and concerns.

## **Magnetrol specialists whenever and wherever needed – all around the world**

Keeping your instrumentation technology running smoothly calls for information and expertise that's there whenever and wherever you need it. Phone or email based support is one of the fastest means of offering support to our customers around the world. Factory certified service representatives assist customers with configuration, calibration, and troubleshooting issues. They can initiate a spare parts order on an emergency basis.

When you want the fastest and most comprehensive technical assistance, a call to the Magnetrol dedicated service support line will help you meet your objectives.

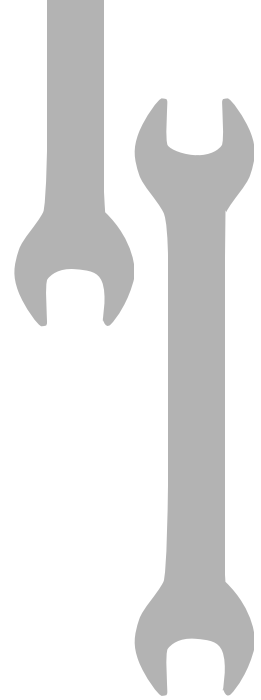
If you feel real-time group interaction is the best means of addressing a service concern, Magnetrol can arrange an online meeting that opens up collaboration to multiple participants. Users can show a PowerPoint® presentation, review a PACTware™ curve, or share other documents online.

Because of the power of visuals, guesswork can be eliminated from product, program or application issues. Participants who don't have access to a computer can join in on their phones.

# RMA – REPAIR SERVICES

To protect your equipment and systems against long downtime, our competent repair and service team is at your disposal. If you believe that one of your devices is not working optimally, or you just want to have a functional check or a root-cause analysis of the device, please do not hesitate to contact us.

Contact our technical support team prior to returning a unit. They will help determine the necessary steps for service.



# EXTENDED WARRANTY



Our extended warranty program includes the same terms and conditions as our manufacturer's warranty but in one-, two- or three-year-term extensions.

Extended warranties have proven themselves to be an economical approach to equipment maintenance that further lowers the long-term cost of ownership, and keeps your Magnetrol controls operating at their best-in-class performance levels.

**Talk to your Magnetrol service representative about your options in this ultimate product protection plan. For specific requests on the extended warranty program, check with your Magnetrol sales representative.**

# EXPERTS

## Your industry is our expertise

Our extensive industry and application expertise is a key value of Magnetrol. Our qualified service representatives bring a combination of deep industry knowledge and expert perspectives which we gladly share with our customers.

We have built our expertise through extensive hands-on experiences across different industries, applications and geographies.

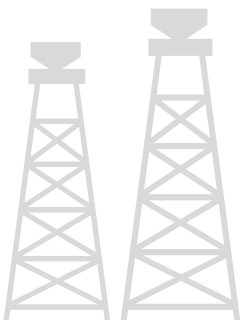
We deliver best-in-class service and maintain technical excellence through two processes:

- A rigorous, ongoing certification key elements;
- A vast knowledge base—our technical global database.



This searchable database is dynamic and continuously updated with new product, customer and service case information. It allows our service representatives (and those in Engineering and Product Marketing) to securely gather, input, and exchange information through an interactive, up-to-date knowledge resource.

**In our mission to be your first call when performance matters, we strive to strengthen your business through our products and services.**









**MAGNETROL®**



**ORION®**  
INSTRUMENTS

**AMETEK®**  
SENSORS, TEST & CALIBRATION

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