

SERVICE MADE SIMPLE

High Tech Service Solutions



Honeywell

Support Services by Honeywell that are designed for high tech applications.

TAILORED SOLUTIONS TOTAL CONFIDENCE

With our Service program, you can make the most of the Honeywell solution. It offers service options that help you avoid delays, save money, and get extra support to complete projects on time and on budget.

SERVICE MADE SIMPLE

- At Honeywell, we understand the semiconductor industry's complex challenges and high safety standards. That's why we offer a range of service solutions tailored to your specific needs and preferences, ensuring optimal performance and uptime of your equipment and processes.
- Whether you need on-site daily support, on-demand assistance, or technical support, you can rely on our network of certified and experienced Honeywell technicians with the expertise and tools to handle any situation.
- We also help you extend the life and efficiency of your devices by offering calibration, maintenance, and upgrade services that meet the highest quality and safety standards. And if you ever face an emergency or a temporary need, you can access our rental devices that are ready to use and fully compatible with your systems.



NEVER TURN A BLIND EYE TO SAFETY

When considering a major capital investment, ongoing maintenance, and additional service costs must be budgeted for. Investing in best-in-class products is not a guarantee for flawless operational performance, so to minimize any downtime and avoid HSE risks and possible legal implications, it is important to ensure your safety systems are commissioned, maintained, and supported by experts.

ALWAYS IN CONTROL WITH TRAINED PERSONNEL

The decision to use novice operators or unapproved third-party service providers can have a significantly negative impact on the health and safety of our employees. Furthermore, improper maintenance of your high tech gas detection systems can cost you hundreds of thousands of dollars. That's why entrusting your maintenance and service to qualified specialists like Honeywell you further ensures that your company's investments are protected.

NEED RELIABLE SERVICE SOLUTIONS? MEET HONEYWELL

As a semiconductor expert, Honeywell provides excellent support and engineering resources. These advantages enable us to deliver faster and assist promptly. Our customers trust us for our dependability and responsiveness; many of them have stayed with us for years.



SERVICE CONTRACTS



SERVICE CONTRACTS

For your confidence and peace of mind, choose from these Honeywell convenient Service contracts.



SERVICE MADE SIMPLE TOTAL CARE

Total Care

- A service contract for high tech solutions that manage their lifecycle according to your requirements is available
- This includes coverage for repairing or replacing damaged instruments, replacing of out-of-warranty or damaged sensors, and providing firmware updates either in our depot or on-site at your location
- Service Contract includes consumable replacement such as Chemcassettes and single-point sensors



SERVICE MADE SIMPLE ENHANCED

Enhanced Care

- We offer a two-year repair service plan to supports the high tech equipment's hardware, firmware, and consumable parts
- Provides preventive maintenance services that ensure the device functions properly and meets safety standards
- This includes Start-Up and Commissioning, where Honeywell initializes, sets up and configures your high tech equipment to ensure proper operation



SERVICE MADE SIMPLE LITE

Lite Care

- Eliminates hidden costs by providing a repair service that repairs gas and flame detectors that stop working because of normal usage
- This includes firmware updates and upgrades to 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

MAXIMIZE MINIMIZE BOOST

**MAXIMIZE YOUR UPTIME. MINIMIZE YOUR COSTS.
BOOST YOUR CONFIDENCE.**

Start Up and Commissioning

The Honeywell Start-Up and Commissioning Services help you confidently set up your high tech and flame devices. Our field service technicians will set up, adjust and link your device, test the connected devices, and train your staff on operating the equipment and managing alarms.

On Site Daily Support

This service provides you with certified technicians on-site who are part of your team. Our Honeywell technician will handle all the necessary maintenance activities, such as repairs, preventive maintenance, and more! The On-Site Daily Support service helps you deal with maintenance challenges while prolonging the life of your equipment, and lowering total maintenance costs while ensuring system reliability and performance.

On Demand Service and Repair

Honeywell can assist you when your device requires repair. You can get convenient per-incident repair either at an authorized service center or on your site. The On Demand Repair restores components, checks the functionality, and calibrates the device.

Parts Management Contracts

Honeywell has four management contracts to help you take care of your devices and facilities. The Comprehensive Parts Program repairs any harm to your instruments and sensors. The Planned Parts Program sends you spare parts prone to wear or expiration on a scheduled basis to avoid disruptions. The Parts Management Program allows you to keep replacement parts for your vital devices and decide where to store them: with you or with us. The Parts Usage Program provides an annual budget for parts and the freedom to order them whenever needed. Whatever your needs are, Honeywell has a parts program that fits you.

HOW TO ORDER

Don't miss this opportunity to take advantage of Honeywell Service Made Simple, the best way to keep your high tech gas detection systems in top condition. Whether you need Contract, Demand or Professional services, we have the perfect solution for you. To learn more about our services and how they can benefit you, contact your Honeywell representative today..



Process Measurement and Control

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