

SERVICE MADE SIMPLE

Service Solutions for Gas and Flame Detectors
and Measurement and Control Systems

Honeywell

The Service Made Simple Program boosts the reliability, performance and efficiency of process, measurement and control devices. Count on us to optimize the operation, maximize return on investment, and deliver service levels through comprehensive, cost-effective solutions.

SERVICE MADE SIMPLE

Honeywell service solutions will improve the reliability and efficiency of devices that provide business critical information and maintain compliance to rules and regulations that govern various industries. Our comprehensive offerings will increase uptime, maintain safety levels, improve skills and knowledge and maximize return on investment through customizable services and support throughout the life of the product.

Our global service and support team provides critical and flexible service offerings for repair services, preventive maintenance, upgrades and retrofits for on-site equipment, software maintenance, technical support and user and product training.

The Honeywell Service program maximizes the value of the Honeywell solution by providing service options that increase uptime, remove unpredictable costs and improve operational efficiency.



IMPROVE PERFORMANCE AND PROTECT YOUR INVESTMENTS

Honeywell service solutions deliver value through long-term engagements that optimize the accuracy and integrity of our measurement and control and gas detection devices. Our team of experts keep your vital equipment accurate and performing at an optimal level. This level of detail and service minimizes operational disruption while protecting employees and assets from harmful gases or chemicals by detecting potential issues before they happen.

The Honeywell Service program maximizes the value of the Honeywell solution by providing service options that increase uptime, remove unpredictable costs and improve operational efficiency.

- Predictive maintenance that reduces risk of down time by using product analytics
- Preventive maintenance that reduces or eliminates potential disruptions before they occur
- Minimize operational disruptions with our on-demand response team
- Prioritizes technical assistance allowing engineers to troubleshoot or diagnose issues with hardware or software rapidly and accurately
- Access to increase user knowledge with competency-based learning from our product or safety and compliance experts
- Eliminate hidden costs and reduce the total cost of ownership with contract services

STRENGTH IN PARTNERSHIP

Honeywell and its experts will help navigate changing regulations, new technology and complex supply networks to ensure operational continuity. Our team of experts can identify and help protect critical points of failure with our gas flow and flame detection systems. Service Made Simple is key to maintaining these systems by providing services that focus on maintaining:

- **Safety:** Survey site, install, and commission essential detectors, measurements, readings, and control systems that make safe operations possible. Our team of experts provide an annual assessment comparing a site's practices vs. industry standard helping to ensure safety for employees throughout the workplace.
- **Reliability:** Improving the reliability of your assets to reduce incidents through proper care and maintenance. When a device needs to be repaired Honeywell ensures a fast response and repair turnaround.
- **Efficiency:** Maximizing efficiency by safeguarding the precision, traceability and quality control that determine business success. Honeywell has unrivaled expertise in providing a service to clients with gas detectors and measurement and control devices, where big errors can have a big commercial impact. We keep your business running efficiently and keep maintenance costs controlled.
- **Knowledge:** Honeywell Field Engineers are qualified and trained product specialist with the singular focus of working with customers to ensure our devices are performing at optimal levels. If a unique situation arises the Honeywell service team has unmatched access to product and software engineers that will work to resolve the problem quickly.

GLOBAL SUPPORT

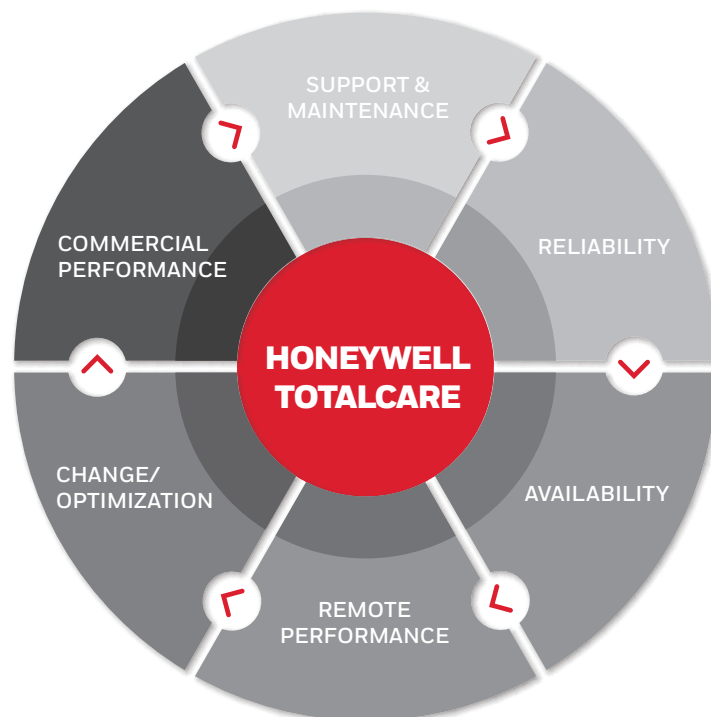


As the global leader in the Process, Measurement and Control industries, Honeywell has resources to support customer operations throughout the globe. You can eliminate the frustration of partnering with multiple service providers by letting us provide a predictable and consistent service experience.

A COMPREHENSIVE PORTFOLIO

Honeywell offers support for each lifecycle stage for our mission critical hardware and software. Our service portfolio has services designed to meet the needs of all customers that include contract, on-demand or support services.

Across the globe in every environment, Honeywell offers local support either direct or through our network of service providers with global expertise to deliver the support that increases up-time while reducing cost.



INSTALLATION & SET-UP

SITE SURVEY

Identifying critical risks is essential to ensuring a safe work environment and eliminating future costs. Our expert field service technicians will customize a site survey to meet specific objectives and collaborate to deploy a strategy that delivers performance.

Start-Up and Commissioning

Eliminate the most common point of failure and frustration with Honeywell start up and commission services. Our field service technicians configure, calibrate, inspect and certify installation and connectivity and will train users on how to operate the equipment and respond to alarms.

This service is available on-demand or as entitlement in a service contract.

SOFTWARE SET-UP

Software set-up can constrain resources and challenge resources that are unfamiliar. Our team of experts can configure, test and certify the software set-up as well as train users as to how to use the software.

This service is available on-demand or as an entitlement in our software maintenance contract.

TECHNICAL SUPPORT

Our technical support is available to answer questions as needed. You can upgrade your technical support with our priority Technical Assistance Center. This service allows you to open a set-up of cases starting with our Sr. Technical Experts that receive priority status.

This service is available only with the purchase of a service contract.

TRAINING SERVICES

Improve productivity with our results-driven training. We offer a wide range of classroom teaching and hands-on sessions in-house or on-site. Our ready-made and tailored solutions help you close skills gaps, reduce errors, improve operational practice and boost productivity.

Honeywell can also provide custom training courses that suit your specific system, facility and training objectives. For customers who have Service Made Simple contracts, we offer on-site training as part of the contract.

MAINTAIN AND OPTIMIZE

Preventive Maintenance

Reduce adverse impacts on your operations with our preventive maintenance services. We optimize device performance by inspecting instruments and replacing specific consumables and components. Consumables include but are not limited to filters, pumps and oxygen sensors.

This service is available on-demand or as a component of a service contract.





Repair and Maintenance Services

In the event a device needs to be repaired, Honeywell has you covered. Our repair and maintenance services utilize either our in-house or on-site technicians to perform diagnostics, repair or replace components, update firmware, calibrate and test. This service ensures that your device is restored to optimal functionality and performance.

This service is available on-demand or as a component of a service contract.

Rentals

Whether you need a temporary backup, an extra device for a special project, or a cost-effective way to try out new equipment, Honeywell Rental Services can help you meet your needs. You can rent our gas measurement devices and gas and flame detectors for short-term or long-term periods, with flexible terms and competitive rates. We also provide technical support, calibration, and maintenance services for our rental devices, so you can enjoy the same quality and reliability as our purchased products. Service Made Simple's Rental Offering is your one-stop shop for your gas measurement and safety needs.

OEM PARTS AND CONSUMABLES

Service Made Simple ensures that your gas measurement and detection devices are always working at their best by using only original equipment manufacturer (OEM) parts and consumables. OEM parts are designed and tested to meet the highest standards of quality and performance, ensuring optimal functionality, compatibility, and durability. They also help you avoid warranty issues, reduce downtime, and extend the lifespan of your devices. Whether you need sensors, chemcassettes, batteries, filters, or other components, Honeywell Service Made Simple will provide you with the right OEM parts for your devices.

As a part of the Honeywell commitment to providing you with the best products and services for your gas measurement and detection needs, Service Made Simple also offers OEM parts and consumables for sale.

RETROFIT, UPGRADE, OR MODIFY

Honeywell values your loyalty and appreciates your business. We also have been hard at work to develop the latest technologies in gas measurement and detection. Harmonizing these to maximize your safety, we are excited to announce our Retrofit, Modification, and Upgrade (RMU) program to streamline the process of updating your legacy system with the most current technology.

RMU offerings are designed to be turnkey solutions for seamless upgrades with vast improvement in device functionality while increasing customer lifetime value without the hassle of removing current assets. Contact your Honeywell sales team to learn more.

SERVICE MADE SIMPLE CONTRACTS

A COMPREHENSIVE PORTFOLIO

Contract services provide a predictable Total Cost of Ownership by delivering value with defined service levels during the length of the contract. We have flexible upgrade options that provide the right contract service level for every customer.



Total Care is our flagship offer that delivers complete peace of mind, knowing all your service needs are met. This lifecycle management service is tailored to meet your needs and ensure your devices are performing optimally.

- Lifecycle Management
- Consumable and Sensor Replacement
- Preventive and Repair Services
- Priority Repair and Technical Support (Onsite or Return to Depot)
- Software and Firmware Updates and Upgrades
- Optional Measurement as a Service, Analytical Services and Resident Field Engineers



With an **Enhanced Service Contract**, users benefit from Honeywell expertise with maintaining gas and flame and measurement and control devices. With access to Global Service technicians, customers receive comprehensive coverage for their devices, including preventive maintenance, calibration, and repairs. Enhanced Care also offers priority response times, software updates, and discounts on consumables and training.

- Preventive Maintenance
- Parts Management and Sensor Replacement
- Priority Repair and Technical Support
- Start Up and Commissioning
- Global Support
- Optional: Software Upgrades, Onsite User Training, Installation Services, Calibration Services and Analytical Services



Service Made Simple Lite is a repair service that supports the instrument's hardware and firmware over a 2-year period. This service contract reduces unexpected and costly repairs that are not covered by warranty by fixing damage that happens by accident, making the instrument last longer.

- Extended warranty with expedited Turnaround
- Priority Technical Support up to 4 cases per year
- Virtual User Training
- Additional discount on spare parts and consumables
- Firmware Updates
- Regional Contract Support

SERVICE MADE SIMPLE



SERVICE OVERVIEW

Service Levels		Total Care	Enhanced Care	Lite Care
ENTITLEMENTS	Lifecycle management	●		
	Consumable replacement	●		
	Software updates, upgrades, and patches	●		
	Safety Suite – Deluxe – 4-year license	●		
	Spot repairs (including parts)	●		
	Preventative maintenance	●	●	
	Beyond economical repair replacement	●	●	
	Parts management	●	●	
	Sensor replacement	●	●	
	Priority repair and technical support	●	●	
	Global contract support	●	●	
	Advanced replacement	●	●	
	Start-up and commissioning	●	●	
	Annual site assessment	●	●	●
	Firmware updates	●	●	●
	Safety Suite – Lite – 2-year license	●	●	●
	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

SERVICE MADE SIMPLE CONTRACT UPGRADES

MEASUREMENT AS A SERVICE

(Only available with Total Care)

Measurement as a Service (MaaS) is a subscription-based service that provides you with the latest Honeywell gas measurement devices and comprehensive support for a fixed monthly fee. You can access the best-in-class hardware, software, installation, maintenance, calibration, and data analytics without any upfront capital costs or procurement hassles.

RESIDENT FIELD ENGINEERS

(Only available with Total Care)

Resident Field Engineers are on-site to maintain complex material handling systems, extending equipment life during normal business hours. Additional after hour and holiday support is also available.

ONSITE TRAINING

(Available with Total Care or Service Made Simple Enhanced)

Onsite training allows customers to move training from the computer to a classroom. Our experienced trainers will provide users with the knowledge they need to operate, maintain and test our equipment. Our standard offering is on site for half a day. You can upgrade the training to include multiple locations or over the course of multiple days.

ANALYTICS

(Add-on available for any contracts)

Our team of experts will review performance data, provide actionable insights that improve product performance, enhance cyber security, improve regulatory compliance, and assist in managing the product's lifecycle. Lifecycle Management with Support for PMC.

CALIBRATION SERVICES

(Add-on available for any contracts)

Honeywell technicians will ensure your device is properly calibrated according to calibration specification of each device. This service includes an OEM Calibration Certificate. The frequency of calibration can be upgraded to meet individual sites safety requirements.



EVEN THE BEST PRODUCTS BENEFIT FROM EXPERT MAINTENANCE

We can help you solve critical problems and improve your operation's safety, reliability, and efficiency. Honeywell Services has over 170 years of proven expertise in the gas industry worldwide.

You can count on Honeywell:

Total Care is our flagship offer that delivers complete peace of mind, knowing all your service needs are met. This lifecycle management service is tailored to meet your needs and ensure your devices .

- A global network of programs offering services, backed by centralized and local technical support, development engineering and delivering capabilities
- A complete suite of products from single instruments to turnkey solutions, providing information for users from the field to the boardroom
- All our verification tests are tailored to users' specified tolerances to facilitate you to confidently meet industry standards and contractual agreements
- More than 6,000 engineering, maintenance and software support experts worldwide



Process Measurement and Control

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