

SERVICE MADE SIMPLE

Gas and Flame Detection
Services



Honeywell

Gas Detection Service solutions designed to protect your workers and plant.

TAILORED SOLUTIONS

Our Service program helps you get the most out of the Honeywell solution by offering service options that reduce downtime, eliminate unexpected costs, and can provide extra resources that help finish projects on time and on budget.

The different tiers of service guarantee that you get the support you need. From our On-Site Daily support options that provide continuous assistance to our flexible on demand service, Honeywell is here for you.



SERVICE MADE SIMPLE

- Every Honeywell Service offering is designed to help maximize your hardware uptime while minimizing your related costs and risks to your employees' safety
- The different tiers of service guarantee that you get the support you need. From our On-Site Daily support options that provide continuous assistance to our flexible on demand service, Honeywell is here for you
- Access a network of certified and experienced Honeywell technicians who can provide fast and reliable service at your site, depending on your needs and preferences
- Enhance the performance and lifespan of your devices by taking advantage of Honeywell calibration, maintenance, and upgrade services, as well as rental devices in case of emergencies or temporary needs

NEVER TURN A BLIND EYE TO SAFETY

Whether you are responsible for managing hazardous environments or securing your plant against gas risk, it's paramount to protect the health, safety, and welfare of your workers. It's your legal obligation to make sure that the employees are protected from anything that may cause harm, effectively controlling any risks to injury or health that could arise in the workplace. Failures to comply with these requirements can have serious consequences, including fines, imprisonment, and disqualification.

ALWAYS IN CONTROL WITH TRAINED PERSONNEL

The decision to use novice operators or unapproved third-party service providers can have a strong negative impact on the health and safety of our employees. Furthermore, improper maintenance of your fixed gas detectors can cost you hundreds of thousands of dollars. When you entrust your maintenance and service to qualified specialists like Honeywell, you further ensure that your company's investments are protected.

NEED RELIABLE SERVICE SOLUTIONS? MEET HONEYWELL

Honeywell knows all the ins and outs of gas detection. We pride ourselves on delivering superior quality of support and engineering resources. This way, we can ensure faster lead times and provide quick assistance. That's why so many of our customers have been with us for decades - because they know they can rely on us to be there when they need us most.

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 fixed gas and flame detectors that manages their lifecycle according to your requirements
- Includes coverage that repairs or replaces damaged instruments, replacement of out of warranty or damaged sensors, firmware updates either in our depot or on site at your location
- Service Contract includes consumable replacement such as filters and service kits



SERVICE MADE SIMPLE ENHANCED

Enhanced Care

- A repair service plan to support the fixed instrument's hardware, firmware, and consumable parts for 2 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



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
- 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

MAXIMIZE MINIMIZE BOOST

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

Start Up and Commissioning

Honeywell provides Start-Up and Commissioning Services for your fixed gas detectors and flame devices, so you can be confident and assured. Our field service technicians will configure, calibrate and connect your device, check the response of connected devices, and train your staff to use the equipment and handle alarms.

On Site Daily Support

This service gives you full-time certified technicians on-site who work as part of your team. Our Honeywell technician will take care of all the required maintenance tasks such as calibrations, device repairs and more! The On-Site Daily Support service helps you overcome maintenance difficulties while extending the life of your equipment and reducing total maintenance expenses while ensuring system reliability and performance.

On Demand Service and Repair

When your device needs repair, Honeywell can help. Honeywell provides easy per incident repair at an authorized service center or at your facility. The On Demand Repair service fixes components, tests the functionality and calibrates the device.

Honeywell Parts Management Contracts

Honeywell offers four management contracts to help you maintain your devices and facilities. The Comprehensive Parts Program covers any damage to your instruments and sensors. The Planned Parts Program delivers spare parts that wear out quickly, so you don't have to worry about interruptions. The Parts Management Program lets you reserve replacement parts for your critical devices and choose where to store them: at your place or at a Honeywell site. The Parts Usage Program gives you a yearly budget for parts and the flexibility to order them whenever you need them. No matter what your needs are, Honeywell has a parts program that suits you.

HOW TO ORDER

Don't miss this opportunity to take advantage of Honeywell Service Made Simple, the best way to keep your fixed gas and flame devices 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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