

Customer First

Support and Services



Professional services to protect
and maximise your assets

Eurotherm[®]
by **Schneider Electric**

Customer First

Support and Services

Don't just protect your assets –
let us help you maximise them too



The services Eurotherm offer are not just about repairing or protecting your assets. Through decades of experience in Process Control and Industrial Automation have given us a thorough understanding of both technology and application:

- We can help with regulatory requirements
- Improve the performance of your processes
- Provide tailored agreements for peace of mind

From small solutions to complex systems, investing in our support services can help you to increase efficiency, maximise plant availability and protect your valuable investments.

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Support and Services

How we excel in support and service

Our aim is to consistently excel in the support and service you receive for your investments. We offer ranges of services designed to suit individual's needs and to protect and maximise your assets. The comprehensive Eurotherm support network is available to you when and where you need it and our experienced engineers bring you value with in-depth understanding of the technologies we offer and the broad range of applications in which they are used.

Eurotherm Customer First Services are an integral part of our automation solutions offerings. Our engineers provide complete lifecycle support, from system design through commissioning and operation to system retirement, adding value to our solutions at every phase of a system's life.



- **Full range of services and service products to meet your needs**
 - Commissioning
 - Calibration
 - Accreditation services
 - Training
 - System compliance
 - Preventative maintenance
 - Extended warranty
 - Service Level Agreements
- **Emergency Technical Support and Technical Help Desk**
- **Rapid repair at our expert service centre**
- **Field service engineers to respond to your on-site requirements**
- **Telephone, remote access and field support available to meet your requirements**
- **Engineers trained to provide prompt and effective resolution to any system issues**
- **Maximise operational efficiency with:**
 - Eurotherm Online Services (EOS)
 - Eurotherm Calibration Administration Tool (eCAT)
 - Data capture with Director and Advisor



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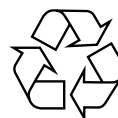
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Response Services

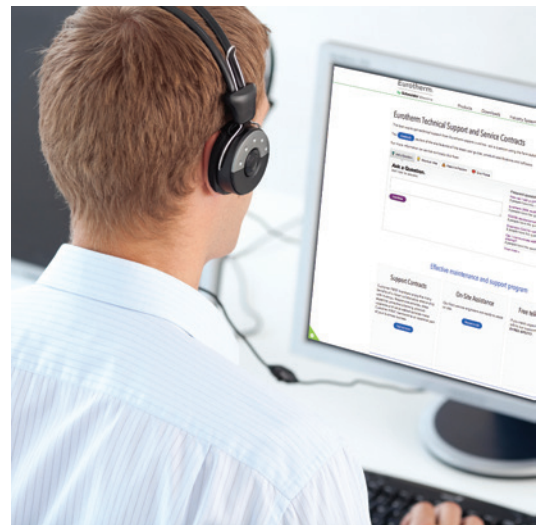
Remote support from technical centres

Eurotherm provides comprehensive telephone and email customer support to assist your in-house engineers and technicians if a problem arises. Highly trained Technical Support Representatives and Engineers are located in Technical Centres around the world to help provide you with the service level you require for your system. Service Level Agreements (SLAs) may include the following remote services:

- **Technical Telephone Support: Access to the Eurotherm Technical Helpdesk during office hours**
- **Extended support outside normal office hours from technical experts**
- **Remote Access Diagnostics to provide the ability to remotely connect our experts to provide on-line diagnostic assistance or performance monitoring**
- **Speedy expedition for time-sensitive/emergency issues through formal escalation process**
- **Web based support**

Whether you contact us by email, telephone or facsimile, you can be assured of the same prioritisation and expert level of support. Our highly trained Technical Support personnel are ready to answer your questions and help to accurately diagnose and resolve issues. They have access to additional technical support resources as appropriate, including our formidable R&D departments and leading technology/application experts.

Callers will be asked to confirm identity, telephone number and contract status for security reasons and should be prepared to describe the specific situation in detail, including what equipment is affected, software versions in use, what application is involved and what steps have already been attempted to solve the issue.



We take your support very seriously and a formal call management quality procedure is utilised. All calls have a Ticket raised which will remain open until a satisfactory conclusion has been reached and there is an escalation procedure if the problem persists including involving appropriate technical experts, teams of engineers and Response to Site services as required.

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Assistance Level	Situation Handling
1 Call Centre Engineer	Good 'turnaround' skills with knowledge across a broad range of hardware and software. <ul style="list-style-type: none"> Initial issue assessment: <ul style="list-style-type: none"> Safety or environmentally sensitive Time sensitive Involves essential or non-essential function Operational error Known product defect with resolution Determine if needs raising to Level Two 70% reported issues resolved at this level Mission is to provide quick resolution of problems as they are reported
2 Call Centre Manager and Field Service Team	More specialised systems knowledge. These engineers determine: <ul style="list-style-type: none"> Lifecycle phase of product and whether this impacts how to move toward a resolution Safety/production loss situation <ul style="list-style-type: none"> What escalation is required What additional resources need to be engaged - material, remote specialists, on-site support. Application related problem
3 Call Centre Manager and Application Engineering	These engineers specialise in product applications and their interaction with other systems or products. They handle: <ul style="list-style-type: none"> Complex problems involve software, hardware products & system level deficiencies Provide extensive analysis & research to develop test cases of problem Retain responsibility & ensure resolution
4 Product Specialists and R&D	These resources collaborate with the Service Support organisation to resolve critical issues that typically result in a future release fix or service pack. They replicate the problem, identify root cause and develop work-around or software correction.

Consistent, reliable, professional support

All our technical support personnel undergo extensive ongoing training to maintain and increase understanding of new and older products, product and system performance, production process knowledge and communication skills to help effectively and expediently resolve problems. All issues enter our support system at the same level but we use a tiered response strategy to ensure a situation is dealt with at the correct response level.

Different response levels require different product and support expertise, therefore the specialists dealing with a particular problem may change as the issue level is raised. If, however, an issue goes beyond level two, the Call Centre Manager still owns the problem and is charged with obtaining a suitable resolution in the time frame specified, ensuring you receive a consistent, reliable resolution to any issue.

Whatever the issue, our aim is provide an efficient and effective resolution in the shortest possible timescale to keep your processes running. Our Technical Support Centres are manned by highly trained, highly professional personnel who are supported by specialist hardware, software and application engineers. We continually evolve and review our support systems and procedures to ensure we give the best possible support to our customers.

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Response Services

On-site support

A variety of response services are available as part of a Service Level Agreement (SLA) to give you the peace of mind you require should a problem arise. Services may include:

- **Call Out Response – Eurotherm will mobilise a trained field engineer to attend site within a guaranteed time frame**
- **In the event of an emergency or break down, then via an SLA Eurotherm can provide an on-site engineer within a guaranteed mobilisation window**
- **On-site Technical Support Days**

Our field service teams can provide a range of services alongside breakdown assistance, including assistance with commissioning, training, process improvement and routine maintenance. Each engineer has been factory trained and carries tested and verified calibration equipment along with an extensive range of spares to ensure we can resolve your problem as quickly as possible.

An SLA may include a specified number of technical support days which may be used to carry out many planned activities to support and optimise your system and assist on-site personnel:

- **Create disaster recovery backups of the system**
- **Carry out planned system maintenance activities such as running system diagnostics, cleaning filters, checking fan run down times etc.**
- **Carry out an audit of on-site spares holding to ensure satisfactory spares holding for the lifetime of the system**
- **Carry out any critical or necessary system updates**
- **On-site modifications to control system functionality**
- **System enhancement and upgrade activities**
- **Informal on-site training**
- **Application assistance**
- **Upgrade planning roadmap**
- **Annual lifecycle assessment report**



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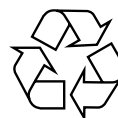
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Repair services

Eurotherm have comprehensive repair facilities located across the world.

Staffed by factory trained technicians, we offer a range of repair and upgrade facilities providing fast turnarounds to ensure minimal unscheduled downtime.

- **A maximum turnaround time of five days, typically three days (excluding shipping)**
- **An express service is available for next day repair**
- **Non-warranty repairs are competitively priced, most products have a fixed price to eliminate any surprises**
- **All units are returned with a 12 month factory warranty on the complete unit**
- **Increased reliability of your product is achieved by applying any required modifications as identified by our R&D continuous development program***



We know that keeping your process running and efficient is of the utmost importance. Our Service Centres are able to provide hardware upgrades, supply of spare parts and refurbished products to suit your requirements, and provide an economical solution to prevent any unscheduled downtime.

Longevity is an important part of the Eurotherm business and we provide a repair service for products which are no longer manufactured.

If you need particular information about a product our qualified technicians are here to support and help you find the best solution.

Email: eurothermservicecentre.uk@schneider-electric.com

* If you have specific regulatory requirements that do not allow automatic update to a latest software release, please ensure this detail is included with your repair request.

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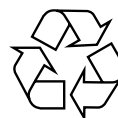
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Commissioning, training and extended warranties

Our highly trained engineers can provide a full range of commissioning and training services to support the installation of a new system, upgrades or ongoing operator training. We can help you every step of the way with instrument configuration prior to instrument shipment, on-site installation, system optimisation, upgrade services and comprehensive training modules. Our engineers can work alone or with your plant engineering staff to enable knowledge transfer. Once commissioning is complete, electronic copies of all instrument configurations can be provided in electronic form for future use.

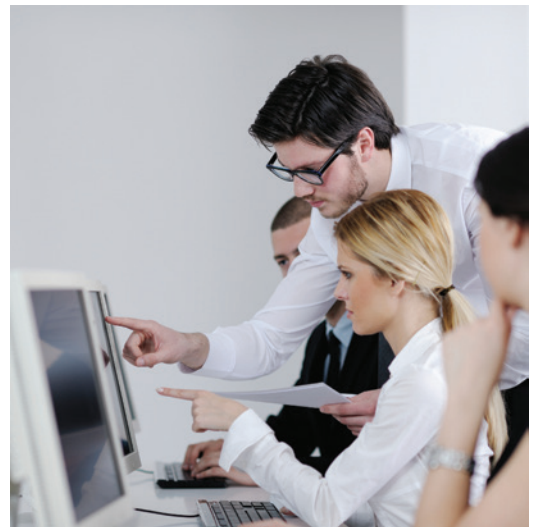
Eurotherm engineers are experienced in taking on upgrade projects for your control and data management equipment. They will take complete control of the project, including panel and wiring modifications, configuration and testing. Such projects can help improve your process performance, add new features to your system and have been shown to be an efficient mechanism for gaining compliance to regulations such as AMS2750 and FDA 21 CFR Part 11.

Training

Training is an important part in the provision of an industrial automation system and can help to ensure you get the maximum from your investment as well as keeping your operation running smoothly. Eurotherm offers training for all employees, from operators to engineering specialists, to help you develop the skills and knowledge you require on site.

Our range of training services may be carried out on site or at one of our Technical Centres and include:

- **Operator training during commissioning**
- **Product/operator training**
- **Understanding control theory**
- **Networks**
- **Advanced courses in control, data management and other topics**
- **Advanced courses in using and programming our products and systems**



Extended warranties

This service is available to our customers with Service Level Agreement to extend their current hardware warranty for a further period of time.

All hardware covered by the agreement is repaired free of charge.

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Support Services

Service level agreements (SLA)

An SLA offers you a reliable and cost-effective service package. They are tailored to your exact requirements and are designed to give you the support and peace of mind you require for your system. Agreements are customised to meet your budget and service expectations and give you access to our full portfolio of service offerings.

With an SLA you can have an assured response time to site, fixed costs and agreed maintenance routines. The level of service can be defined for each element of the contract which may include:

- **Engineer mobilisation to site within a guaranteed time frame to meet your requirements**
- **Access to technical support and help desk including extended hours**
- **Remote diagnostics to help with fault finding**
- **Extended instrument warranties**
- **Preventative maintenance scheduling**
- **Disaster recovery back-ups**
- **Complete spares management**
- **Accreditation and calibration services**
- **Cost-effective batch purchase of technical support days**
- **Eurotherm Online Services (EOS)***

To ensure the maximum benefit to you, our SLAs are designed to give you complete clarity and control over your service requirements with levels of support and the amount of time contracted clearly shown.

An SLA can help you to maximise your system performance, plant availability, productivity, operational efficiency, quality, and ultimately, profitability of your business.



* Where available.

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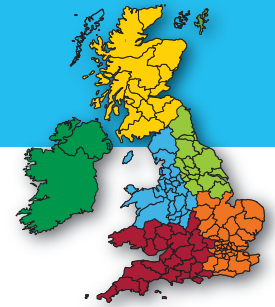
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Support Services



UK and Ireland Local support

– professional engineers throughout the UK and Ireland to give you support when and where you need it


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Accreditation services

To guarantee a process is operating as it should, plant equipment needs to be calibrated and accredited to the appropriate standards. Correct calibration of your instruments can identify and address the root cause of any product quality issues and improve your productivity.

Eurotherm has teams of engineers who are trained to provide efficient accreditation and calibration services for Eurotherm and third party instrumentation to help keep your processes running with optimum performance. As with all of the services we offer, calibration and accreditation can be provided as a one-off service or incorporated into a service level agreement (SLA) with an agreed annual charge to help improve budgeting and cost control.

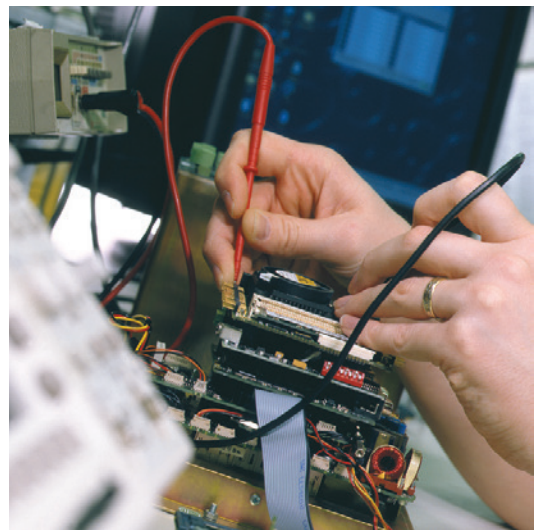
Eurotherm can provide UKAS Accredited calibration for a wide range of process parameters either on-site or at the calibration laboratory. We aim to minimise plant disruption and provide loan instruments if an instrument fails calibration to keep your process running. Our calibration team of engineers work to a wide range of procedures operated by different companies including AMS2750, RPS953, GAMP, UKAS and ISO9000.



In the Aerospace and Automotive industries, Eurotherm provides services to help meet the requirements of standards such as AMS2750, TS16949 and the heat treatment assessment CQI-9. We provide regional, on-site services for instrument calibration, Temperature Uniformity Surveys (TUS) and System Accuracy Tests (SAT) to national accredited standards. Our global involvement in the Heat Treatment Industry and business focus on associated regulations ensure we can offer an efficient and effective service to support you.

- **Help to retain regulatory compliance**
- **Keep processes operating with optimum performance**
- **Calibration of any manufacturer's instrumentation on-site**
- **Loan equipment available to keep your operation running**
- **UKAS Accredited calibration certificates**
- **Global focus on Heat Treatment industry**
- **TUS and SAT services to national accredited standards**
- **Complete management of your requirements**

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Our TUS services are carried out using individual or coil-calibrated thermocouples and calibrated data loggers, traceable to National Standards. Our engineers are trained to advise on process control improvements and mechanical recommendations to maximise performance.

To ensure your systems stay in compliance, we can offer complete management of your requirements including scheduling of repeat visits using a planning database maintained by a dedicated administration team. Visits are planned to meet your requirements, maintain equipment regulatory status and to fit with production schedules.

Supporting the accreditation services we offer is the EOS Advisor online solution for managing calibration and accreditation information. This tool is designed to bring additional efficiency to your operation, help ensure regulatory statuses are maintained and to make service event scheduling easier.

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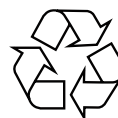
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Preventative maintenance including disaster recovery

Preventative maintenance helps to protect your plant availability and optimise productivity. Our service team will work with you to establish a schedule that ensures maintenance is carried out at cost-efficient intervals that work for you to give the performance improvements and peace of mind you need for your processes.

Our preventative maintenance services are part of a tailored service plan and can include:

- **Diagnostic performance and error checking**
- **Dry vacuum cleaning to remove corrosive contaminants and dust**
- **Replacement of filters, fans and checking fan rundown times**
- **Defragmentation**
- **Offline virus checking**
- **Audit and validation of spares**
- **Proactive advice on hardware and software upgrade requirements**
- **Completed site report detailing work completed and recommendations**

Disaster Recovery

Disaster recovery is a key part of our preventative maintenance programme to ensure you get back up and running as quickly as possible in the event of a failure. Disaster recovery backups of instruments, DCS and SCADA PC workstations are taken and can be used to ensure spares can be up and running simply and quickly if required, minimising any unscheduled downtime.



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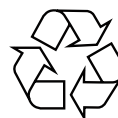
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Eurotherm Online Services – EOS Director

EOS Director is a lot more than secure, access anywhere file storage. It is specifically designed for a plant, batch and time centric view of your process data. Historical process data can be searched, visualised and if necessary retrieved from this secure back up facility faster than ever before. It provides effective management of data generated by recording devices, in particular the secure, UHH files generated by Eurotherm products.

Manage

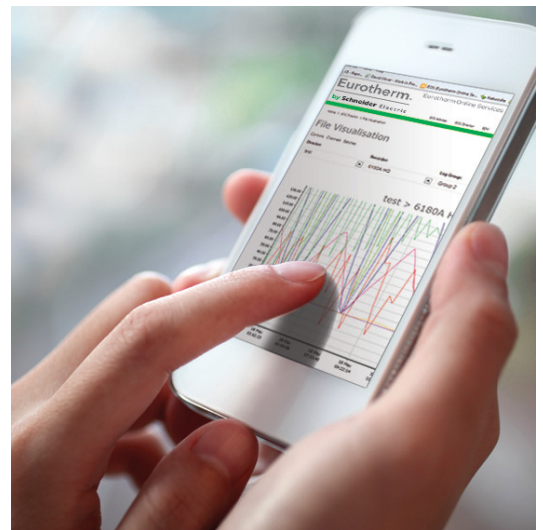
- Intelligent, structured, indexed process data storage
- Peace of mind with guaranteed data safety and access anywhere

Analyse

- Easy search facility designed for process parameters
- Clear, online visualisation of historical process events

Optimise

- Find data files quickly and easily with search by date, time and batch information
- Save your time and add convenience to your operation with secure access to information from any web access point
- Reduce IT overhead with a system that is designed to manage process data



For many years now the use of electronic records has been widely accepted as the most efficient way of recording and storing process data. EOS Director now provides a modern tool, designed specifically for industrial use, for effective management of that data. It gives you the peace of mind that your data is safe and intelligent tools, available online for when and where you need them, for you to efficiently manage, search and analyse your data.

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Embrace the future of data management

For many industries such as pharmaceutical, heat treatment, healthcare and food and beverage, process data is a vital part of the operation. Data may need to be kept for many years and, if required, retrieved to show the exact processing details for a particular batch of product. In-house IT systems, however, are often not designed for effective and efficient management of this process data. EOS Director is a modern way of handling the data recorded by Eurotherm instruments in a secure, online system that is specifically designed for process industries.

Plant wide historical process data is managed on the secure EOS cloud. The system will keep your data safe with secure and proven backup and disaster recovery processes in place. You only pay for the storage you need and when you need to access your data you can do so from any web-enabled device with unique login details.

Data is structured and indexed with powerful search engines available to ensure you can quickly and easily find information about any historical process by batch or date range. Furthermore, EOS Director provides clear visualisation of the process event online enabling the user to quickly identify the relevant area of interest for further analysis. If required, a copy of your data can be retrieved for further use.



New ways to handle and convert data into the information required to add value to your process

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Eurotherm Online Services – EOS Advisor

EOS Advisor is a unique, online solution for managing calibration and accreditation information and is the future for managing a plant's regulatory status. Calibration status of all your plant's equipment can be checked using a simple, intuitive web interface. Information such as calibration certificates can be quickly retrieved as and when required by authorised users. It enables you to easily maximise plant availability and ensure compliance with regulatory standards such as Nadcap, AMS2750 and CQI-9.

Manage

- Clear views of the calibration and accreditation status of plants and equipment enable you to efficiently manage service event scheduling with production schedules
- Add efficiency to your operation by managing accreditation and calibration information online and all in one place
- Ensure audits run smoothly with quick and easy access to necessary certification (TUS, SAT, NCR and Calibration)
- Peace of mind with secure information storage and controlled access
- Ensure compliance is maintained via online dashboards and email notifications

Analyse

- Clear and instant visualisation of calibration/ TUS/SAT schedule and compliance status for multiple sites with quick drill downs from site through plant area to instrument level
- Easy view of approved equipment availability for production teams with a plan of future, potentially disruptive, calibration events

Optimise

- Optimise plant operation and productivity with easier service event scheduling using the status dashboard
- Optimise operational efficiency with online documentation approval via secure, controlled access
- Save your time and add convenience to your operation with secure access to information from any web access point



EOS Advisor is a powerful tool designed for the process industry. It removes the need to store paper documentation, improves operational efficiencies and facilitates better workflow. It provides an easy overview of the accreditation status of multiple sites and details where production scheduling issues may arise. It enables you to optimise production scheduling, efficiently manage service events and maximise plant availability and productivity.

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See your accreditation status at a glance

To guarantee a process is operating as it should, plant equipment needs to be calibrated and accredited to the appropriate standards. Managing the status of this information can be a complex task and any lapse can result in loss of productivity for a plant.

In the Aerospace and Automotive industries Eurotherm provides services to help meet the requirements of standards such as AMS2750, TS16949 and the heat treatment assessment CQI-9. It provides regional on-site services for instrument calibration, Temperature Uniformity Survey (TUS) and System Accuracy Tests (SAT) to national accredited standards.

EOS Advisor manages all calibration, TUS and SAT information across multiple sites, making it available at your fingertips for easy visualisation and analysis. Using the secure EOS data centre, it ensures current and historical information is held safely and provides a more efficient way of managing it. The EOS portal shows a live view of equipment and instruments whose accreditation is due to expire and any planned events to address this.

A 'traffic light' view gives the status of a site. Should there be any warning that either accreditation or calibration status has or is about to lapse, the user can quickly drill down to plant area, equipment and individual instruments to see where the issue lies and establish whether production schedules are threatened. This enables service event scheduling to be easily planned around production schedules and ensures plant availability is optimised. To reduce the possibility of anything being overlooked, EOS Advisor uses an email notification service to advise when accreditation events are due.

This unique system not only highlights any forthcoming lapses in accreditation but also provides quick access to documentation during an audit. Furthermore, all accreditation documentation can be approved by assigned approvers via the portal with an email notification system sending reminders when workflow items are due or overdue.

The accreditation history of all equipment and instruments is stored and can be kept for over 20 years to meet the needs of industry regulations. All information will be kept safe and secure while being easily accessible when and where you need it. Our ISO27001 accredited EOS data centre is there for complete peace of mind.



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eCAT – Revolutionising Calibration Services

Eurotherm offers professional services supported by leading industry expertise and is recognised in the market place for its comprehensive, high quality, responsive offerings. In the same way we develop our products to deliver leading, innovative solutions, it makes sense that we develop our services in the same way.

eCAT is a unique new tool for service engineers carrying out on-site calibration. Combined with EOS (Eurotherm Online Services), it shows Eurotherm leading the way in driving best operational efficiencies for its customers. It revolutionises the calibration process, significantly increases its efficiency and minimises the risk of human error – ensuring production quality and plant accreditation status is maintained.

The new tool has been reviewed and approved by UKAS (United Kingdom Accreditation Service) and has received very positive feedback from them.

eCAT replaces outdated paper systems and reduces the elapsed time taken to produce calibration certificates. In combination with EOS, certificates are made available on the day of calibration.

Standard Reading °C	Sensitivity Point	Selected
0.00	NO	YES
250.00	NO	YES
500.00	NO	YES
850.00	YES	YES
850.60	NO	YES
850.00	NO	YES
1200.00	NO	YES

Range Min Mid Point Max Unit

Channel 0.0 1300.0 °C

Working 500.0 850.00 1200.0 °C

Add Add Add

Sensitivity Point Required

-	7	8	9	←
+	4	5	6	CLR
E	1	2	3	Enter
:	0	.		



- Unique, automated calibration tool
 - Validates data as it is entered
 - Reduces risk of human error
- Significantly higher efficiency for calibration services
 - Service engineer can publish calibration certificates on the day of calibration

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Calibration is a vital part of plant operations

Where an instrument is carrying out an important measurement, periodic calibration is required to ensure that the measurements remain meaningful and, as such, the calibration process is a vital part of plant operations. For many industries, calibration is not only needed to ensure that a process stays within its specification to maintain quality, but is also a regulatory requirement and is necessary to maintain accreditation status of equipment and plants.

Traditionally, field calibration is carried out as a manual process, with measurements recorded on paper and then manually entered into the appropriate information system. From this data, a calibration certificate is generated. This is a slow process and prone to human error.

eCAT revolutionises this process with an automated system whereby calibration data is entered onto a mobile tablet device and automatically uploaded to EOS Advisor. EOS Advisor provides online management of calibration and accreditation information for a plant, ensuring audits run smoothly with quick and easy access to necessary certifications (TUS, SAT, NCR and Calibration). The total solution with eCAT and EOS Advisor gives customers complete peace of mind of correct and secure information vital to the running status of their plant.

This exciting new tool has been used as part of Eurotherm calibration services since the beginning of 2014 and offers huge benefits to customers who need to maintain their calibration and accreditation status.

eCAT is a unique and leading product in the market place for calibration, delivering significantly increased benefit to Eurotherm calibration services.

eCAT is a truly innovative and unique solution. During the second half of 2015 eCAT will also be made available to customers and 3rd party calibration houses as a product for direct use.



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