

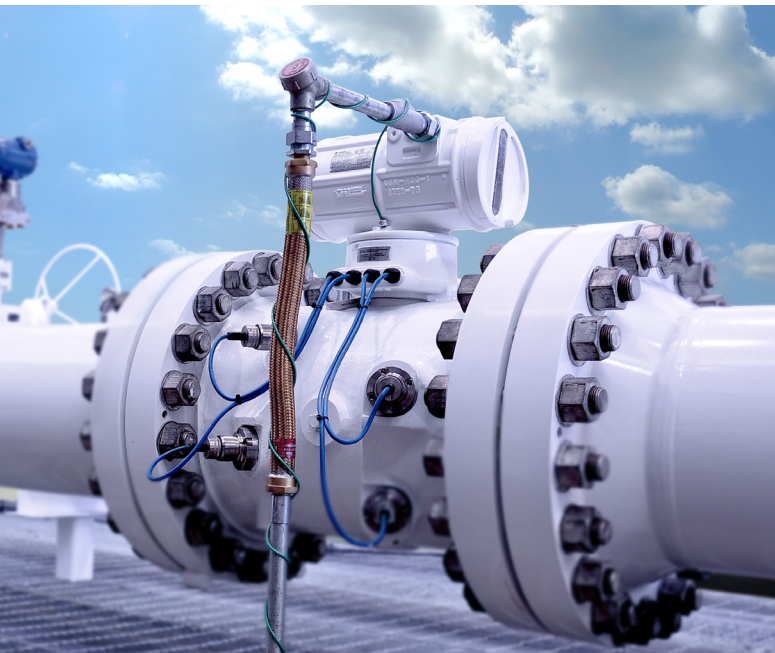


## Partner in Service Excellence

Many of our customers use in-house resources to perform most or all of their metering system maintenance tasks.

To effectively support these companies that require the highest level of product support and technical cooperation, Daniel has developed an Advanced Technical Support Program.

The alignment of your in-house metering system support team with Daniel's service professionals creates a cost-effective partnership whose goal is to ensure continuous top-notch performance of your measurement equipment with better return on your investment.



## Remote Technical Support

The immediate availability of measurement support from Daniel can help to quickly return your operations to normal, reducing or eliminating downtime and potential unplanned outages. Our extensive network of certified technical support professionals is available and equipped to provide expert, priority response to your critical maintenance challenges in a program that includes:

- Guaranteed 2 hour response from a U.S. based certified service specialist.
- 12 incidents per year with unlimited phone support per incident, and remote connections to your equipment, if needed to resolve each reported incident.
- First line support is operated by a service coordinator, located at Daniel headquarters in Houston, who receives, directs, and manages technical support queries.
- Access to Daniel exclusive measurement knowledge base bulletins, and customer service / support history.
- 24 hours / 7 days per week remote support.
- Work with your designated employees to identify key opportunities to improve system performance or availability.
- Assessment report of your technicians' capabilities, including recommendations for additional training if necessary.
- Loyal customer discounts on service agreement renewals.

## Turning Information into Value

Our experts can solve problems by communicating with customer personnel about equipment issues over the phone, and by downloading customer data and analyzing problems online when necessary.

A modem / internet connection is required to allow a Daniel measurement expert to “see” the instrument and / or software problem directly and apply Daniel diagnostic tools. Thus providing analysis and interpretation of the system, and turning raw data into valuable and actionable information.

## Get started today

Daniel’s highly trained certified technicians are located worldwide, providing you with service and support in more than 80 countries.

For a quotation customized to meet your particular service needs, please contact your nearest Daniel Measurement and Control Sales and Service office as indicated below, or submit a service request online at [daniel.com](http://daniel.com).

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## Keeping you at peak performance

*Daniel is the world leader in custody transfer and fiscal flow measurement products, systems and services. We understand the importance of your flow metering measurement, and in an environment of volatile oil and gas prices, the financial risk due to measurement uncertainty is greater than ever before. That’s why Daniel is committed to helping reduce your metering equipment uncertainty anytime and anywhere.*

*Our global reach, broad range of services and certified service specialists supported by 80 years of oil and gas industry experience enable Daniel to support you for the life of your metering installations – and that’s a certainty.*

## You may find this Service sheet valuable:

**The right service contracts to protect your investment**

	Bronze	Silver	Gold
Preventive Maintenance	✓	✓	✓
24-Hour Emergency On-site Response	✓	✓	✓
24-Hour Emergency On-site Response	✓	✓	✓
Parts and Labor	✓	✓	✓
Remote Monitoring	✓	✓	✓
Standard Technical Phone Support	✓	✓	✓
Priority Technical Phone Support	✓	✓	✓
Asset Management	✓	✓	✓

## Flow Measurement Service Contract Packages