



The right service contracts to protect your investment

Daniel believes that, “outstanding service is not natural, automatic, or coincidental. Rather, it is the result of careful planning, detailed execution, and sustained investment.”

The mission of Daniel is to help reduce your flow measurement uncertainty through our technology leadership, people, products and services throughout the world. With over 75 years of experience in oil and gas custody transfer, you can rest assured that we can optimize your ROI and lower your total costs of ownership through meticulous life-cycle planning.

A service contract provides the most cost-effective and proactive way to ensure that certified, knowledgeable and experienced flow measurement specialists can be

available to you around the clock to assure support of your metering installation and help maintain the highest level of measurement performance.

We recognize that support needs of metering equipment vary from one customer to another, and that our customers make investments over the equipment life-cycle for different reasons including equipment availability, sustainability and performance. Daniel service contract packages are designed to address the unique needs of each customer in each of these different areas and provide a more predictable maintenance plan for your metering system. Our basic contract packages include:

	Bronze	Silver	Gold
Preventive Maintenance	✓	✓	✓
48-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			✓

*Service contract packages are available in the US only.

Proactively improve reliability and productivity

Daniel's portfolio of services contains all the right elements to achieve peak availability, sustainability and performance of your metering equipment.

Preventive Maintenance

- Scheduled annual site visit to ensure your metering equipment is operating as per designed specifications.
- Identification and rectification (where possible) of any product, control loop, communication, or calculation problem.
- Field verification of all critical flow devices.

Emergency On-site Response

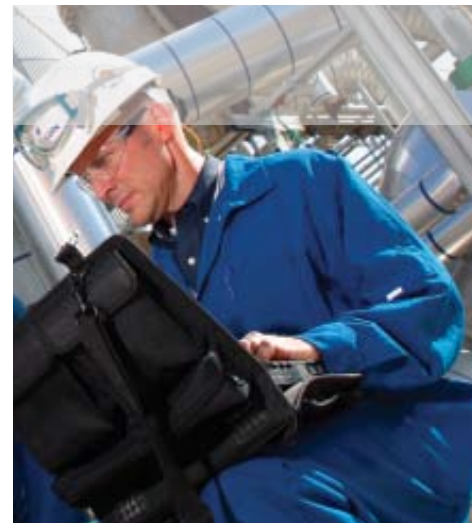
- The immediate availability of a highly trained metering equipment professional to quickly return your operation to normal, reducing or eliminating downtime and potential unplanned outages.
- Service engineer investigates the issue, takes quick remedial action and prepares an interim report outlining the findings, corrective actions and recommendations. Mobilization will follow if determined to be necessary.
- Service engineers provide different types of on-site support including general operational support, trouble-shooting, and component repair.
- Service is available during normal business days from 7 a.m. to 6 p.m.
- **48-hour emergency on-site response service** mobilizes a service engineer to site within 48 hours following a service call.
- **24-hour emergency on-site response service** provides on-site measurement support within 24 hours following a service call.

Parts and Labor

- **All contract packages include parts and labor** to help get critical replacement hardware components fast and minimize costly disruption to operation.
- Our network of certified professionals is available and equipped to provide expert, priority response and help you avoid the inconvenience and cost of sending key staff off-site for skills development to properly maintain your metering system.

Remote Monitoring

- Remote system diagnostics: Remotely monitor equipment performance while in operation and recommend appropriate actions to alarms as they occur.
- Turn the wealth of diagnostic data in the intelligent field devices into actionable information to predict maintenance requirements and avoid unexpected shutdowns.
- Allow customers to monitor their metering points from remote locations—anytime, anywhere in the world.



Your partner
in service
excellence

- Real-time health checks: Provide a periodic health score report of metering equipment.
- Life-cycle planning and management: Remotely identify, assess, plan technology updates, and recommend appropriate upgrades or service to minimize system downtime, prevent system offsets, and minimize total cost of ownership.
- Asset management: Allow real-time visualization and management of all equipment that is online and in operation.
- Data backup: Offer the ability to log and store product benchmark data, allowing quick records comparison and reduction of troubleshooting time. Protect against data loss due to operator error, accidental deletion, or component failures.

Technical Phone Support

- Prompt and expert technical support from our service centers to solve problems over the phone.
- Provide a single point of contact.
- Special 24-hour telephone number provided.
- Escalation path to dispatch a field engineer.
- Unlimited telephone and email support concerning existing functions of the equipment.
- Duty engineer can access a pool of engineers outside of normal working hours with a combined knowledge and experience covering the full range of Daniel products and systems.
- **Standard technical phone support** is available during normal business days from 7 a.m. - 6 p.m.
- **Priority technical phone support** is available 24 hours / 7 days a week.

Asset Management

- Maintenance log of all service events recorded in a control database.
- Storage of installed base records.
- Preventive maintenance scheduled and recorded.
- Revision level maintenance to optimize the performance of your metering equipment.
- Product advisory service.



A Daniel service contract provides a predictable maintenance plan for your metering equipment, eliminating downtime and poor measurement performance.

