

## Scheduled On-Site Services



*Keep your process running at peak performance with Scheduled On-Site Services.*

- Improved process availability
- Asset protection
- Reduced operations and maintenance costs

### Introduction

Scheduled On-Site Services from Emerson Process Management is a suite of service programs that will help you keep your system running at desired performance levels while minimizing the chance of downtime due to failures. Scheduled On-Site Service modules are specifically designed to address all aspects of system inspection and maintenance, from

initial installation through the entire system lifecycle. All services are performed by certified SureService specialists.

### Benefits

**Improved process availability.** Unexpected production interruptions can be very costly. Most are caused by system failures that could have been avoided if the right things had been checked, verified or tested on a prescribed schedule. Careful inspection and maintenance performed by our qualified SureService specialists can reduce or eliminate the risk of lost production time. These individuals have the experience, training, equipment and system knowledge to spot even the smallest problems that could affect your operation.

**Asset protection.** Scheduled On-site Services can help protect your system and the process hardware it controls. A well-designed maintenance program, planned and carried out by Emerson Process Management certified service specialists, can reduce long-term equipment deterioration and may prevent premature equipment failure or damage. You can take advantage of our experience and control system knowledge even before a new system is started up with Inspection and Initialization services. During the life cycle of the system, Preventive and Reliability Maintenance can help you ensure that critical cleanup and maintenance services are performed regularly without diverting essential manpower from other important tasks. And, System and Application Management can provide certified specialists from our local SureService team to perform some or all of your system maintenance tasks, ensuring all work is done right the first time.

**Reduced operations and maintenance costs.** It is an established fact that unscheduled service can cost from two to three times as much as scheduled service, and that doesn't include the cost of lost production time. Our Scheduled On-Site Services can help to minimize the chance of unexpected emergency service calls and costly equipment failures.

The cost of routine inspection, cleaning, and replacement of worn or unserviceable items is a

bargain when compared with potential control system or process equipment damage and the resulting unexpected downtime. And, if you spend a lot of time and expense training your maintenance personnel, our Scheduled On-Site Services offer a cost-effective alternative to an in-house maintenance staff requiring ongoing training and specialized equipment.

### Service Notes

Scheduled On-Site Service is a SureService offering for Emerson Process Management control systems. Spares or consumable material necessary to replace worn, unserviceable, or faulty items will be provided by the customer or by Emerson Process Management at additional cost. Fast, dependable access to spares for your system is available through our Component Coverage service.

On-site service visits will be scheduled by mutual agreement. Services are typically purchased in a bank of hours to be used during standard business hours. After-hours availability of a SureService Specialist for on-site support can be purchased with Emergency On-Site Service.

The frequency and duration of service visits, specific services to be performed, and equipment to be serviced will be established in advance.

### SureService Scheduled On-Site Services

#### Inspection and Initialization

- Inspection & verification of your DeltaV installation
- Designed to reveal potential installation problems
- Comprehensive checklists ensure tests and checks are consistently performed
- Final inspection reports detail any issues and recommendations for correction
- Safely brings your system up in preparation for commissioning



#### Preventive and Reliability Maintenance

- Critical maintenance activities performed at regular intervals
- Standardized system of procedures and checklists
- Results are logged to an ongoing electronic record
- Visit reports detail any issues and recommendations for correction
- Examination/interpretation of system logs and extensive diagnostics ensure continued system reliability



#### System and Application Management

- System hardware/software maintenance tasks performed under your direction
- Work is performed by certified SureService specialists trained in your system specifics
- Maintenance tasks include hardware monitoring, system data backup, performance monitoring, revision upgrade implementation, etc.
- We can perform configuration changes, management and execution of application changes, maintenance of application documentation, etc.
- SureService specialists can perform system enhancements per your instructions and requirements.
- All work documented and reported according to your specific requirements.



## Ordering Information

Description	Model Number
Scheduled On-Site Services	VE9008 (Please consult your local Emerson Process Management office for availability)

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To locate a sales office near you, visit our website at:

[www.EasyDeltaV.com/reach](http://www.EasyDeltaV.com/reach)

For large power, water, and wastewater applications contact Power and Water Solutions at:

[www.emersonprocess-powerwater.com](http://www.emersonprocess-powerwater.com)

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