



# SureService® Scheduled Maintenance Contract

The SureService Maintenance Contract is a proactive approach for maintaining system integrity. Designed to help you keep your Emerson gas chromatograph operating at peak performance, this SureService module helps you to ensure critical maintenance and backup services are performed regularly. Our factory-trained and certified field engineering experts will perform:

- Gas chromatograph maintenance
- Sample handling system maintenance
- Application backups
- Onsite training
- Critical parts inventory
- Critical gas inventory

One of the major benefits of the SureService Maintenance Contract is that our experts can perform preventative maintenance on your gas chromatograph without diverting your essential staff manpower from other important tasks. However, we encourage our SureService customers to send one of their service technicians to the field with the Emerson field service engineer, so the service technician can receive informal, on-the-spot field training. After several regular visits, the customer's service technician can be trained to perform the standard maintenance procedures themselves — reducing the regularity of the service visits and offering maintenance savings to the customer.

During each site visit, our engineers will resolve pre-identified issues, backup software, inspect the integrity of network communications, perform file clean-up, and implement minor application engineering adjustments at the customer's direction.

With a SureService contact, our customers enjoy:

- **Priority scheduling, with every attempt made to dispatch the same engineer for each scheduled visit.** Your request for the field engineer most familiar with your system will be honored whenever possible.
- **Multiple field service engineers who are familiar with your site.** This is accomplished through Emerson's field engineer cross-training program, where our most experienced field service engineers are accompanied by our mid-level and entry-level field engineers to your site for training purposes (at no additional cost to the customer). In the event of an emergency, multiple resources will be familiar with your site.
- **Warranty work, without the hassle of scheduling additional visits.** Any warrantied services can be completed while your Emerson field service engineer is at your site for scheduled maintenance. The time spent on warranty work will not count toward the time included in your SureService Maintenance Contract.
- **Comprehensive preventive maintenance service, including backups, data highway health inspection and troubleshooting, file clean-up, chromatogram adjustments as needed, and other necessary services.**

**SURESERVICE®**

EPMGC-SVS-BRO-004 R0209  
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### Routine Maintenance Schedule

In order to run at peak performance, gas chromatographs require regular maintenance. The following details the work to be carried out and parts that are typically replaced or overhauled during the maintenance process.

The Emerson field service engineer will:

- Determine whether there are any known faults and address these either during or prior to carrying out the scheduled maintenance.
- Physically examine the gas chromatograph:
  - Carrier gas pressures are noted and checked against the original settings.
  - Ancillary gas pressures and flow rates are noted and checked against the original settings. Sample flow rate is checked against the original settings.
- Change the elements of the inline stream filters as required.
- Overhaul the chromatographic valves as required.
- Ensure the sample shut-off valves operate correctly, and repair as required.
- Check that the stream selection solenoids are operating correctly. Replace internal stream selection solenoids as necessary where external stream selection is used. Advise customer of problem and corrective actions taken.
- Check detector bridge balance and adjust as necessary.
- Check flame ionization detectors as applicable for leaks from the exhaust pipe and to ensure electrical voltages are correct.
- Using MON2000 gas chromatograph software, run and compare a chromatograph of the calibration gas (supplied by customer) with a chromatogram taken of the calibration gas at the installation or last maintenance visit to ensure:
  - The separation between peaks is being maintained.
  - Identification and integration of peaks of interest are correct and adjusted as necessary.
  - Timed events and component data are adjusted as necessary.
  - Parameter lists are updated in the controller.
  - Copies of the application and chromatograms are saved in the GC service file and provided to the customer.
- The GC is returned to normal operation and is functioning correctly.

Notes: The SureService Maintenance Contract module does not include spare parts. The Emerson field service engineer will typically bring standard spare parts to the site, depending on availability. Spare parts that are used will be invoiced to the customer at current list prices.

Certain gas chromatograph spare parts have manufacturing lead times. If these parts are required, delivery lead times may result in unnecessary plant outages. For this reason, it is recommended that customers purchase spare parts in advance to have on-hand at their site. In this case, the Emerson field service engineer will inventory these spare parts during their visits.

