



# Customer Support Services

## Site Services from Partech

SERVICES DATASHEET

### SERVICES

Site Surveys

System Design

Installation

Commissioning

Training

Maintenance Contracts

Total Care Packages

### PARTECH'S ENGINEERS

Partech employs a team of Technical Support, Service and Sales Engineers with a wide range of experience and expert knowledge

This allows us to provide accurate and reliable advice with a minimum of fuss

Where applications need extra attention Partech's engineers will personally deal with the situation until it is resolved to the customer's satisfaction

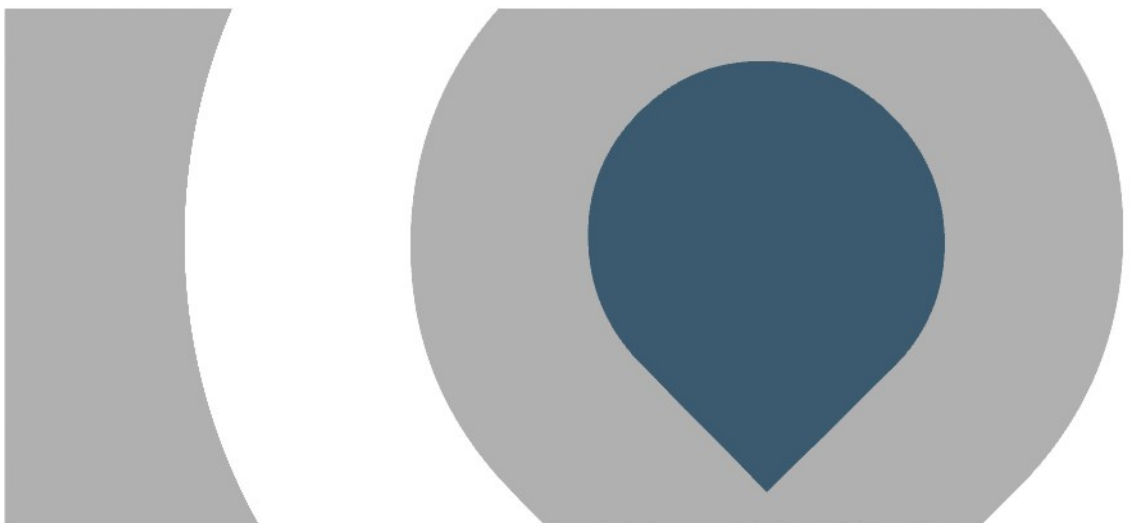


Partech offer a wide range of Site Services to support customers in the selection, installation, commissioning and ongoing operation of our products. We believe that it is essential that instruments are correctly located and installed. To help ensure that this happens, free site surveys are offered whenever appropriate.

Site service contracts typically include system design, equipment installation, commissioning, operator training and a post-commissioning service which includes routine visits for preventative maintenance. In addition, our service team will undertake requests for reagent replenishment, calibration and emergency call-outs. The objective is to ensure that all Partech customers have the highest levels of system and equipment availability at all times, together with the critical information required for the treatment processes being monitored.

Remote diagnostic monitoring of individual instruments is one of the options that communications technology now offers and this capability is available for a number of the products offered. The remote interrogation and monitoring of systems allows engineers to know at any time the condition of the instrument. If a site visit is required, the engineer will be able to ensure that the appropriate spare parts and reagents are available on site.

Whatever the application and wherever the location, Partech will supply an effective and efficient service and a support package tailored to suit the customer.



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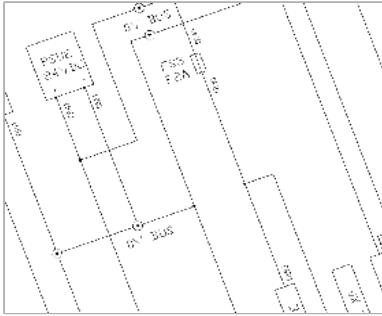




# System Design and Installation

## Bespoke, Turnkey Projects designed to suit your site

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### System Design

Partech's engineers have extensive experience designing monitoring systems for use in water, wastewater and river applications. We will take full responsibility for the system, avoiding awkward situations where nobody is prepared to take ownership of the design.

This service will ensure that our equipment is successfully integrated with the sites telemetry and SCADA systems, that a sample is taken reliably and handled in a manner that ensures a valid measurement is provided. We are happy to install third party equipment and will work with any other suppliers to ensure a clean well thought through monitoring system is installed.

All design work will be carried out to the appropriate standards, including WIMES specifications, and IEE Wiring Regulations taking into account any customer specifications or site requirements.

All systems designed by Partech will be provided with a full package of operation and maintenance manuals, product datasheets and as-built drawings.



### Installation

Partech are happy to install any products that we are offering, all installations will be preceded by a site survey. If the installation requires specialist skills or approvals we will use a suitable partner company. Alternatively Partech are happy to work with your nominated contractor or as a project manager to suit the requirements of the application.

Our site engineers are all certified under the CSCS scheme and have been given further internal training to ensure that all operations are carried out safely, whilst protecting the environment and minimising that impact on other teams working in the area.

## SITE SURVEYS

To ensure successful installation and operation of our instruments and analysers, we offer free of charge site surveys whenever it is appropriate. During the site survey one of our fully trained engineers will carry out a detailed check of the application requirements. This will cover all aspects of the intended installation including hardware details such as cable lengths, mounting options and sample points.

Additionally all logistical aspects such as method statements, risk assessments and site access will be considered.

The engineer will provide a full report detailing our recommendations along with firm quotations for the equipment and any additional services that may be required.

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# Commissioning and Training

## Setting your system to work

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### Commissioning

After installation Partech will commission any product supplied by Partech, this service includes an inspection of the installation, programming of the instrument/analyser to suit your requirements, and calibration.

A commissioning visit will include on-site training for operators and technicians who are available. The engineer will provide a report on the installation including details of the calibration carried out and any remedial action that is required.

We believe that commissioning of instrumentation by the supplier is an important stage in the successful introduction of a new measurement. It allows site technicians and operators a an opportunity to become familiar with the instrumentation and any supporting equipment, this helps ensure that the system quickly becomes trusted and correctly maintained and encourages buy-in to the measurement.

### Training

Training can be provided in many forms, informal on-site training as part of a routine sales or service visit, formal classroom training on-site, or a training course at Partech.

All training will be tailored to suit the needs of the recipient.

There will normally be no charge for training given to users of our products, it is our policy to ensure that all users have sufficient skills to operate and maintain our products correctly.

Larger groups can be accommodated, we find it preferable to use our customers sites where feasible to reduce travelling costs. We are happy for you to visit our factory if that is preferable. Formal training course will be accompanied by full training notes.



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# Service Contracts

## After Sales Support

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### Scheduled Maintenance

Many of the products offered by Partech will benefit from routine preventative maintenance, Partech offer both ad-hoc visits and service contracts to ensure that this activity is carried out in the most economic way.

All service visits will include a visit report detailing the work carried out and any recommendations for improvements of the installation.

Partech will negotiate the terms of the service visit contract to suit the user, examples of contracts include:

#### *Yearly Service Visit*

This includes the provision of an engineer on site to carry out a full service, the price includes any consumable parts, travel and expenses. Any non-consumable parts will be charged at the normal price

#### *Routine Maintenance Visits including Yearly Service*

Under these terms Partech will undertake all the normal maintenance requirements for the system that has been installed. This can be extended to include breakdown callout cover and will include preferential pricing on spare parts.

#### *Calibration and Reagent Replenishment*

The maintenance contracts discussed above can be extended to include calibration, reagent replenishment and full breakdown parts cover. These contracts give the user full piece of mind that the measurement system going to be available with no surprise costs. This sort of contract is applicable to instruments and analyser that are a vital part of a control system.

### Contract Management

#### *Visiting Planning*

Visits will be planned to suit the working hours of the site, we are approved keys holders for many sites and our engineers have been given training for loan working situations. We will review security requirements at the quotation stage and will ensure that we respect the operational requirements of a plant during every visit.

#### *Replacement Parts*

Our engineers carry a stock of the most likely parts required to repair system if they are found to be faulty during a visit., however this stock is for general supply and availability cannot be guaranteed. If the instrument is critical to your plant operation, we can negotiate a contract to guarantee availability.

#### *Reporting*

Our engineer will provide a report to the nominated contact after every visit, these reports will include details of the work carried out, warnings about any potential future problems and comments on any process issues that have been observed.

#### *Contract Renewal*

Partech's sales team are available throughout the contract if any queries arise, we will also be in contact during the later stages of any contract to discuss the details of the service we are providing ensuring that we are satisfying your needs.

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The company reserves the right to alter the specification without prior notice. E&OE

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