

Honeywell Field Solutions Global Technical Assistance Center Support



Streamline startup operations and optimize the safety, reliability and efficiency of Honeywell Field Solutions products to maximize the return on your technology investment with the personalized assistance of Honeywell's global support team

Benefits

Wherever your operations are in the world, timely and knowledgeable Honeywell support is always close and convenient through our global Technical Assistance Center (TAC). This includes Honeywell's traditional support and consultation, as well as comprehensive new support services to ensure peak performance throughout the life of your equipment investment.

Whatever level of support you choose, you're assured thorough documentation and knowledgeable assistance from experienced Honeywell Field Solutions (HFS) TAC personnel across a wide variety of circumstances:

- Assure quicker, smoother startup
- Ensure optimum configuration of HFS hardware – in standalone use or with other HFS and non-HFS hardware
- Minimize troubleshooting delays during initial programming and implementation
- Maintain continuity despite any turnover in your organization's personnel
- Maximize payback from earlier investments in Honeywell equipment with new features, enhancements and/or software upgrades before redeployment

Basic Warranty Services

As always, free consultation with Honeywell TAC engineers for configuration, wiring, application and troubleshooting of HFS products is available during an initial startup period. If an equipment problem is diagnosed at any time throughout the warranty period, our TAC engineers will resolve the issue through the specific product warranty guidelines.

Supplemental support is also available in a broad array of options priced according to the level of service required.

1. Extended Technical Support

In addition to standard support, that same knowledgeable and reliable TAC engineering support is readily available to provide seamless continuity for your application.

For individual products, any extended configuration or troubleshooting support is available on an as-needed basis.

For multiple products, extended HFS related integration and application assistance support is available.

a. Product Configuration Support

When resource constraints or complex applications limit your company's ability to configure equipment in a timely manner, Honeywell TAC experts are available to configure individual HFS products or instruments.

b. Product Integration Support

Honeywell TAC experts are available to provide integration between multiple HFS products. Integration support consists of interconnection and configuration of multiple products, as well as communication between multiple products. (Limited to integration projects of eight hours or less.)

For configuration and integration support, the following conditions apply:

- Work is performed at a Honeywell TAC facility.
- Customer must define the scope of work with a detailed explanation of the desired operation in order for TAC engineers to provide a time estimate for work.
- Customer is responsible for forwarding the products/instruments to a local TAC location and will be responsible for return freight charges.
- Upon completion of work, TAC personnel will supply configuration worksheets, device wiring diagrams and configuration/application files (if required).

Consultations for loop tuning or other user adjustments are also available.

2. Advantage Plus Support Packages

Honeywell offers comprehensive support packages for a choice of one or two years beyond the initial product warranty.

In addition to the extension of the initial standard product warranty for the time period selected, these comprehensive support packages include:

- Extended TAC support for all covered products throughout the entire contract period.
- Preferential evaluation services.
- Preferential global warranty replacement.
- A loaner unit should a covered instrument require repair for non-warranted fault (based on availability).
- Express shipment of warranted items returned for repair or replacement.
- No fees for software upgrades.

3. Evaluation and Upgrade Support

TAC support is available for the evaluation and upgrade of previously used products which helps to extend the useful service life of equipment and maximize the value of the initial investment. This can minimize troubleshooting time and ensure optimum performance when process lines are redesigned or when decommissioned equipment is being reinstalled after being held in storage.

- Support includes model feature expansion/installation and software upgrades.
- The user is responsible for purchasing and providing any required parts through normal supply channels.

4. Product/Instrument Loaner Support

Customers, integrators and engineers have many opportunities to benefit from the lease of loaner hardware. These include performing surveys, providing backup instrumentation while another unit is being repaired, developing third-party interfaces to Honeywell instruments or working out configuration development prior to actual receipt of a purchased product.

HFS products may be leased in weekly increments (two-week minimum) based on availability. Lessee must provide a purchase order number or credit card number for the list price value of the unit(s) to ensure return after the lease period.

Leasing conditions include:

- Weekly or monthly invoicing at user request.
- Lessee will pay freight charges to/from Honeywell to lessee's location.
- RMA and return shipment instructions to be provided for return of the unit(s).
- Some instruments may require hardware/software configuration prior to delivery of unit.
- Upon return of unit, the product will be evaluated and any user-induced damages will be charged to the lessee.

5. Product Training Support

Honeywell TAC experts can provide training on particular features of HFS products or integrating third-party products with Honeywell products. Training options include:

Telephone

- Scheduled according to customer request.
- Sessions are limited to 1 to 2 hours at a time.
- Reference materials are limited to HFS product manuals or online help screens for software products.

On-Site

- TAC personnel might furnish products or might require the user to supply products for hands-on use during training.
- Reference materials can include HFS product manuals, online help screens for software products and documentation developed by TAC personnel.

Live Meeting via Internet/Telephone

- Interactive 1- to 2-hour "live" training sessions for individuals or multiple attendees from the same company.
- Training is available for all HFS product offerings.
- Training options include communications training as well as product training.

PRICE LIST

Service Offering	Description	Price
Extended Technical Support	Configuration or troubleshooting on an as-needed basis for individual products	\$125/hr
	Integration and application assistance for multiple Honeywell Field Solutions products	\$175/hr
Advantage Plus	Beyond the initial warranty period: <ul style="list-style-type: none"> • Warranty extension • TAC support • Preferential evaluation services • Preferential global warranty replacement 	One year: 7% of product list price Two years: 10% of product list price
Evaluation and Upgrade Support	Evaluate products in use and upgrade (software included, parts to be purchased)	\$160/hr
Loaner Support	Lease in weekly increments	10% of list price per month
Training	Telephone (1 to 2 hr sessions)	\$125/hr
	On-site	\$1,000 per day plus T&L
	LiveMeeting via Internet and Telephone (1 to 2 hr session)	\$150/hr for single attendee \$125/hr per person for multiple attendees

To learn more about Honeywell Field Solutions global support, contact hfs-tac-support@honeywell.com.

More Information

To learn more about Honeywell Field Solutions global support, contact hfs-tac-support@honeywell.com.

