

# Service General Specification

## Hardware Interchange

SGS 43H99X02-01E

Release 2.0

### Overview

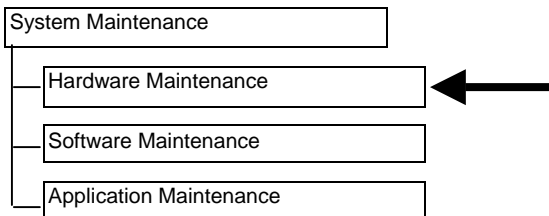
*Hardware Interchange provides for the replacement of failed system control equipment with repaired and reconditioned parts to reduce downtime for repair and maintenance costs. Expedited service for emergency replacement of system critical components is also available.*

*Systems include the CENTUM family of Integrated Production Systems, PROSAFE family of Safety Integrated Systems and the STARDOM network control system*

*The replacement hardware comes either from local or global stock of reconditioned parts which have been fully tested or from local or global stock of new parts. Either replacement part comes with a 90-day warranty.*

### Positioning

The Hardware Interchange program provides for replacement of failed system hardware using reconditioned parts.



### Functional Overview

When a system component fails, the end user contacts Yokogawa's response center through the toll free number to request the shipment of the replacement part under the Hardware Interchange program. The user provides the following information:

- Part Number
- Serial Number
- Purchase Order Number <sup>\*1</sup>
- Critical Safety Data <sup>\*2</sup>
- Failure Data <sup>\*2</sup>

Once this information is received a return authorization number (\*1) for the failed equipment is issued to aid in the tracking of the interchange. Critical parts are shipped within 24 hours.

Failed components need to be returned to Yokogawa in repairable and aesthetically good condition within 30 days of the initial call for replacement. Each package must be clearly marked with the return authorization number.

Invoicing for the equipment, shipping and handling will occur when the repairable equipment arrives at Yokogawa or 30 days after the initial call. If the equipment fits the criteria for qualification (arrives within 30 days, repairable aesthetically good condition) the replacement equipment will be invoiced with a 40% discount. All other equipment will be invoiced at list price.

Failed material returned to Yokogawa becomes the property of Yokogawa and will be repaired, reconditioned and confirmed for use in the Hardware Interchange program.

\*1 For after-hours replacements these numbers are handled on the next business day.

\*2 A description of this information is included in the section titled "Document Details".

### Material Returns

For members of the Hardware Interchange program, all equipment returns will be handled through Yokogawa Corporation of America's Factory Repair Center. Please call our toll free number (1-800-524-7378 ext. 2) and identify yourself as a member of this program. A repair coordinator will assist you in returning the equipment and arranging for a replacement.

## Document Details

The Hardware Interchange program is subject to the same rules and safety regulations as all other repair requests. Due to this Critical Safety Data and Failure Data are required for Yokogawa to handle the equipment and to make repair possible.

### Critical Safety Data

Critical safety data includes the MSDS sheets and cleaning certificate for any materials which have been used on the equipment either through the process or for cleaning purposes.

### Failure Data

Failure data includes a description of the failure and any system alarms or other supporting information available from the system or from the technician who diagnosed the problem.

## Availability By System

The Hardware Interchange program is available for all currently offered Yokogawa systems. This typically includes major components such as CPU's, power supplies and communications hardware but not consumables and nonrepairable items. The following list indicates the applicable equipment by system:

#### Micro-XL

#### CENTUM-XL

#### CENTUM CS on ICS

- field controller and components
- consoles and components
- bus converter and components
- communication gateways and components

#### CENTUM CS on HICS

- field controller and components
- bus converter and components
- communication gateways and components

#### CENTUM CS1000/CS3000 and CENTUM CS on PICS

- field controller and components
- control bus cards for PC's
- bus converter and components
- communication gateways and components

#### PROSAFE-RS

- field controller and components
- control bus cards for PC's
- communication gateways and components

#### STARDOM

- field controller and components
- control bus cards for PC's

## Ordering Instructions

The Hardware Interchange service is purchased on an annual basis as part of a service agreement. Please contact your local Service Sales Representative for more information.

## Trademarks

- \* CENTUM is a registered trademark of Yokogawa Electric Corporation.
- \* Other company and product names in this GS are registered trademarks or trademarks of their respective companies.