

Service General Specification

Corrective Maintenance Service

SGS 43S99X03-01E

Release 1.0



The First Aid Cross symbolizes not only our curative services but also our preventive maintenance measures. The arrow symbolizes our speed and precision.

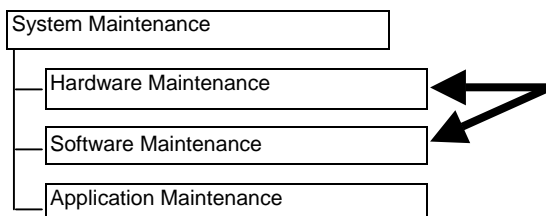
Overview

Corrective maintenance is a Yokogawa VigilantCare™ service that is designed to increase system availability by performing features to diagnose and troubleshoot problems remotely.

Discounted labor rates and emergency labor availability depends upon the level service program level. For VigilantCare Silver agreements, labor rates are discounted 40%. For Gold agreements, emergency labor is included during normal business hours 8:00 A.M. – 5:00 P.M. Mon-Fri. For Platinum agreements, all emergency labor and expense are covered.

Positioning

Corrective Maintenance provides for emergency assistance to troubleshoot and fix system problems



Functional Overview

Emergencies are first addressed using Yokogawa Technical Assistance Center Hotline at 1-800 524-7378 (SERV). The Technical Assistance specialist will attempt to diagnosis the problem and obtain assistance within Yokogawa resources, if necessary to help solve the problem. The second level of escalation is to utilize the Remote Maintenance Service (RMS) to login to the users system and use the RMS tools to help troubleshoot and diagnosis the issue.

If these attempts do not help to resolve the problem, a service specialist is dispatched for on-site emergency service. This call-out service is completely covered by a Platinum agreement, is covered during normal business hours in a Gold agreement. Silver agreement customers requires a purchase order for emergency dispatch.

Ordering Instructions

Corrective maintenance service is purchased on an annual basis. Please contact your local Service Sales Representative for more information.

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