

## After Sales Service

BARTEC PAT Service for Process Analysis



# Excellent Service

**1** BARTEC PAT, a company with a high number of specialists engaged in the monitoring and optimization of production processes in the oil, gas and chemical industries to ensure efficient production of high-quality products. Our knowledge and decades of experience are the basis for innovative and economical process analysis solutions, trace moisture analysis and cooling systems conforming to international standards such as ASTM and DIN.

**2** Our experienced team makes sure that your systems are operating reliably. We are available to you in every project phase – including the implementation of comprehensive large-scale projects.

**3** With regular training on-site or in our own training facilities, comprehensive documentation, as well as a service hotline, we provide you with all-round support – that's how we define excellent service.

## After Sales Service for:



Process analysis  
solutions



Trace moisture  
analyzers



Cooling  
systems

### We support you throughout the entire lifecycle:

- Technical support
- Service on-site
- Replacement of spare parts and consumables
- Remote support
- Training on-site, at our facilities in-house and online
- FAT (Factory Acceptance Test) and electronic Factory Acceptance Test (eFAT)
- Service maintenance contracts
- Commissioning on-site





## Regular service and maintenance for process analysis solutions, trace moisture analyzers and cooling systems

Operators of refineries must be able to count on the continuous reliability and safety of their systems. Through regular maintenance and the exchange of defined wearing parts, you can extend the lifespan of your system and work more profitably.

## Replacement of spare parts and consumables

BARTEC PAT's spare parts service includes a global network of spare parts suppliers. To guarantee productivity after the

repair or replacement, we support you with absolute professionalism as well as flexibility at the highest level when procuring required spare parts. An efficient repair is particularly important for high-quality systems. For this we use original replacement parts so that your system is quickly back in operation. You receive our manufacturer guarantee on the performed work and installed parts.

## Loaned device service

If your process analyzer is under repair or temporarily taken out of service, we provide you with a loan device at very low cost. This service is also provided to minimize your costs and downtimes so that you can maximize the value of your BARTEC PAT investment.



## Remote Support

If you need support, but a visit on-site is not possible, BARTEC PAT also offers remote support. Many analyzers are already equipped with a remote desktop function. These allow our technicians to dial up the analyzer on-site as necessary and assist you with troubleshooting.



## Training on-site, at our facilities in-house and online

BARTEC PAT offers you a new level-based training program.

- LEVEL 1: Basic training / online training
- LEVEL 2: Advanced training on-site or at BARTEC PAT
- LEVEL 3: Service on-site by BARTEC

Contact us, let's get in touch and we will gladly create an offer for you.





## LEVEL 1: Basic training / online training

Our online course teaches technical basics (i.e. for system integrators).

## LEVEL 2: Advanced training on-site or at BARTEC PAT

BARTEC PAT analyzers are constructed for long lifespans and feature a user-friendly design. The advanced training also includes the necessary maintenance steps in order to prevent or minimize downtimes. We gladly perform the training on your premises in-house or at BARTEC PAT. This training will teach our customers the details about maintenance to carry out certain service steps themselves.

## LEVEL 3: Service on-site by BARTEC PAT

To guarantee the best possible service, we recommend having the service performed on-site by a BARTEC PAT technician. Our technicians are expertly trained and can also advise you in regard to changes in the area of security and further technical development. The BARTEC technician can perform trouble shooting under real life conditions, find the problem and create a solution on site.

After accomplishment of each level, participants will receive a **training certificate**.

## FAT (Factory Acceptance Test) and electronic Factory Acceptance Test (eFAT)

BARTEC PAT can likewise perform an electronic Factory Acceptance Test (eFAT). For this, we provide the following:

- Testing and demonstration of the specific customer solution together with our customers.
- Finalization and evaluation of the technical specifications, processes and sequences.

Concrete services to our customers:

We create a FAT (or eFAT) protocol which is performed in-house by our technicians together with you. We create all documentation and additional media/data carriers such as:

- (e)FAT protocol
- 24-hour test run
- Project documentation and images/videos of the analyzer system
- Remote access to our analyzers
- WebEx meeting for a live discussion

## Maintenance contracts

BARTEC PAT products are extremely robust and reliable. If you wish to have even more security, we recommend our BARTEC PAT maintenance contracts. With these you receive services at foreseeable flat charges, thus making your maintenance and operating costs plannable. Whether for your analyzers or for your software, whether with remote or on-site support – we define the right service package together with you.

- Plannable service costs
- Solid maintenance price, also on spare parts and accessories
- BARTEC PAT handles the scheduling of the agreed maintenance for you
- Realistic planning and monitoring costs for system operators
- Defined and comprehensive maintenance services



**We would like to get in touch with you!**

Your BARTEC PAT service team.

**BARTEC**

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