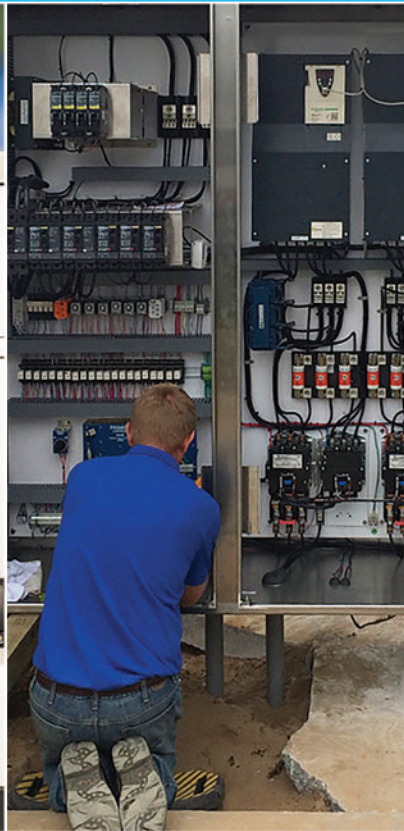


SERVICEFLEX

CUSTOMIZED ON DEMAND SERVICE
AND CONTROL SYSTEM PARTS
MAINTENANCE PLAN



PRIMEX

WATER SYSTEM INTEGRATOR AND CONTROLS PROVIDER

WWW.PRIMEXCONTROLS.COM

SERVICE AND PARTS SOLUTIONS



TECHNICAL SUPPORT, FIELD AND ENGINEERING SERVICES, PARTS AND TRAINING

Peace of Mind. Investment Protection.

You've made significant investments in your automation and control system - not to mention the value of the processes and equipment it protects. *ServiceFlex* by PRIMEX® can help ensure that your systems and processes continue to run at their best - now and into the future.

PRIMEX® has thousands of installations and decades of experience in control solutions for water and wastewater applications. Our staff includes ISA-certified technicians, licensed electricians, factory trained and authorized programmers and professional engineers (PE).

Based on our experience and expertise, we have developed a broad range of "after market" service solutions that can be used to help you keep your system running smoothly. These services can be purchased "as needed" or via a flexible pre-paid contract - giving you the peace of mind that your system is under control. With *ServiceFlex* you have a team of control experts supporting you, helping you get the most out of your equipment and budgets.



A FULL RANGE OF SOLUTIONS

Whether you are seeking to extend and maximize the value of a PRIMEX project, have an emergency or small project to complete, *ServiceFlex* is here to help. **Examples of the types of service provided include:**

- **Field Services:** Troubleshooting, calibration, repair, replacement and upgrades of control, instrumentation, telemetry and electrical equipment
- **Preventive Maintenance:** Run-time monitoring, alarm history analysis, wiring integrity, instrument calibration
- **Process and Equipment Documentation:** Drawing verification and updates, equipment inventory and maintenance logs
- **Programming Services:** Program backups, software licensing and upgrades, process and program changes
- **Engineering Services:** Process changes and improvements, drawing updates, equipment changes and recommendations
- **IT Services:** Server and software updates and maintenance, database and network changes and updates
- **Customer Service:** 24/7 call center availability, case management and service reports
- **Parts:** A full range of common (and project specific) automation, control and electrical components available at competitive prices with full service support
- **Training:** A broad range of training courses available ranging from basic controls operations, panel troubleshooting, electrical safety, advanced control or customer specific topics



FLEXIBLE PLANS MAKE IT EASY TO CHOOSE, BUDGET AND SAVE

You know that you will need to spend on maintenance and repair for your control system. However, it may be hard to predict how much you will spend, on what and when.

ServiceFlex Plans by PRIMEX give you the ultimate in flexibility. You simply estimate and budget your approximate service needs, pick your level of desired discount and schedule your services and/or apply your spending as your needs arise. Your annual plan amounts can be billed in annual or quarterly installments - making it easy to budget and plan while stretching your budget dollars.



ServiceFlex Benefits include:

- **Multiple/flexible Service Levels to meet your needs** - you choose your level of budgeting and savings
- **Choose from a wide variety of after-market services** - from parts to field services, engineering and programming services or training
- **Free “Help Desk” Support** - no charge for basic troubleshooting and preliminary telephone based support
- **Quarterly Statements** - allows you to track and manage your service spending and monitor account balances
- **Prioritized On-site Service Response** - all service plan clients receive prioritized service responses

PLAN LEVELS AND OPTIONS

Choose your level of annual budgeting. Dollars can be applied towards any services. Your discount rates apply to any spending above your Service Plan.

	Standard Rate	ServiceFlex Plan Levels				
		Level I	Level II	Level III	Level IV	Level V
Annual Plan Level		> \$1,500	> \$2,500	> \$5,000	> \$10,000	> \$25,000
Type of Service						
“Help Desk” Telephone Technical Support	\$100	Free	Free	Free	Free	Free
Field Technician Services	\$150	\$145	\$140	\$133	\$125	\$115
Engineering, Programming and IT Services	\$225	\$215	\$205	\$195	\$185	\$175
Parts Discount		5%	10%	15%	20%	25%
Training Discount		5%	10%	15%	20%	25%

* Labor rates apply to scheduled services. Non-scheduled services (including after-hours, weekends, etc) billed at 1.5 x scheduled rate. Travel time and expenses will also apply towards plan commitment. See Service Agreement for details.

ESTIMATING WORKSHEET



SERVICEFLEX PLAN BUILDER

Maintenance Services:

PRIMEX provides an authorized and qualified service technician to visit your system and provide the recommended maintenance as described herein. The items listed below are suggested services, assisting you to determine the types and amount of service work to be completed.

Instrumentation

- Check grounds to instruments
- Check grounds to instruments and signal wires
- Check instrument mounting and calibrations
- Inspection and calibration of pressure and level transducers
- Inspection and calibration of flow meters
- Inspection and verification of valve actuators and position switches
- UPS/Battery Back inspection and verification of operation
- Inspection and testing of float switches

Control Panels

- Check condition of controllers and I/O systems
- Check controller for software errors
- Check and adjust power supply voltages as necessary
- Check power wire termination and tighten/retorque as necessary
- Check system grounds to control panel
- Check lightning arrestor condition and grounding
- Check and clean heater, ventilation and air conditioning systems and adjust thermostats as necessary
- Verify back up system operation (if applicable)
- Check all alarm horns, alarm and status lights for routine operations
- Check all selectors and pushbuttons for operations
- Check and verify radio equipment and reliability
- Check antenna direction and conditions
- Check antenna co-axial cable connectors and cable conditions
- Check antenna lightning arrestor condition and grounding connections
- Tune radio and antenna systems
- Check O&M manual availability and accuracy
- Clean out panel debris

SCADA/PC Systems

- Examine system and application logs for problems
- Review alarm history to identify issues
- Examine hard drive available space
- Review install programs for possible conflicts
- Archive or move system data as necessary
- Back up SCADA PC
- Check UPS battery and test
- Clean PC keyboard
- Clean operator interfaces
- Check network connections



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