



Procon Engineering

(A Division of National Oilwell Varco UK Limited)

PROCON SERVICE & SUPPORT

FOR

BOILER STEAM LEAK DETECTION SYSTEMS



Procon Engineering places great emphasis on after-sales service and support. We operate a comprehensive service, site support, installation and commissioning facility throughout the UK and the rest of the world. We can provide tailored **On-Site Maintenance** packages to suit your requirement to ensure your Steam Leak Detection System is maintained at peak potential.

To further enhance the **On-Site Maintenance** facility we can now provide **Remote Diagnostic System Support** for both acoustic and structure borne T96 Steam Leak Detection Systems. Once commissioning is complete this internet based facility enables Procon to fully support your equipment without the need for interim site visits and provides a regular System Health Check, System Maintenance and Support for Fault Diagnosis.

With an **On-site Maintenance** contract and **Remote Diagnostic Support** in place we can fully maintain both your system hardware and software, providing early identification of potential faults, minimise downtime, reduce in-house maintenance overheads and optimise system performance and reliability.



REMOTE DIAGNOSTIC SYSTEM SUPPORT FACILITY



For All T96 Boiler Steam Leak Detection Systems running Windows 98, Windows XP and Windows 7 operating systems.

Breakdown cover provided same day or next working day: Monday – Friday 8.30am – 5.00pm UK GMT (excluding Saturday/Sunday and Public Holidays).

Using a secure internet connection to your Boiler Steam Leak Detection Control System, we can provide:-

➤ **Regular System Health Checks – every 3, 6, 9 or 12 months**

- **Record all PC system settings and create backup copy of configuration (archive copy stored securely off site at Procon)**
 - ✓ *Minimise down time in the event of a complete system failure. Backup system can be up and running within a very short period of time using archived system settings and trend/alarm data.*
- **Check and confirm all sensors are operational and functioning.**
 - ✓ *Software validation of each channel.*
- **Check Alarm list and setting**
 - ✓ *Identify frequently occurring or spurious alarms for fault investigation.*
- **Sensor Performance Check**
 - ✓ *Perform functional loop test of sensors and head amplifiers (where applicable).*
 - ✓ *Check recent trend data and alarm limits to provide early warning notification of any potential performance issues.*
- **Perform system maintenance, clear PC error log and alarm list**
 - ✓ *Periodic tune-up to maintain system performance*
- **Produce a Health Check report for QA and Maintenance Managers**
 - ✓ *Full Health Check list produced for your maintenance records*

➤ **Software Updates**

- **Install Software updates**
 - ✓ *Receive free software updates with all the latest features*
- **Install bug fixes**

➤ **System Fault Diagnosis (breakdown cover)**

- **Assistance with fault identification**
 - ✓ *In the event of a system problem Remote Diagnostics can help to quickly identify and correct any fault.*
- **Access to Technical support**
 - ✓ *Access to technical support during initial system commissioning*
- **Assistance with initial system set-up and configuration**
 - ✓ *Provide on line technical support.*
 - ✓ *Access to telephone support during normal office hours*



NETWORK CONNECTIVITY



Remote Diagnostic Support connectivity is provided via the internet using secure remote access software operating in one of two ways; attended or un-attended.

In attended mode the remote access software is started by the local operator and requires the operator to communicate the automatically generated unique ID and password to Procon to authorise access to the system.

In un-attended mode the remote access software runs all the time and is configured by Procon with a unique name and password. No operator intervention is required.

Only Procon authorised staff have access to the system to carryout the planned system maintenance.

The Boiler Steam Leak Detection System is configured as a stand-alone TCP/IP PC, with no Microsoft Networking or File Sharing capabilities. A connection to an internal network or DMZ is required from your IT department.

Alternative methods of connection are available and we would be pleased to discuss your requirements with your IT department on an individual basis.

IT Information Required:

Information required by Procon from your IT Department to configure the network settings for the PC will be:-

- ☞ IP address for the Leak Detection system on network fixed IP:xxx.xxx.xxx.xxx or DHCP (assigned automatically)
- ☞ Subnet Mask for the Network address IP :xxx.xxx.xxx.xxx
- ☞ (DCHP – assigned automatically)
- ☞ Gateway address for the Internet access (DCHP – assigned automatically)
- ☞ DNS server (Internal or External) (DCHP – ass





TOTAL ON-SITE MAINTENANCE SUPPORT



For optimum system performance Procon recommends that in addition to Remote Diagnostics regular system maintenance health checks and sensor calibrations are carried out.

These should be performed every 12 months as a minimum to optimise your system performance and maintain the equipment warranty.

Procon offer system support packages with On-Site Maintenance plans which are individually tailored to meet your specific site requirements.



Providing:-

- Fast response to breakdowns
- Planned service visits and call outs by skilled and well-equipped engineers.
- Service visits scheduled to fit in with production
- Service cover options specific to your plant requirements
- Technical telephone support
- Commissioning Support
- Training - Systems & Products
- Remote Diagnostic System Support (internet support)



For more information please call Procon Engineering on +44 1732 781300 or visit our web site for more contact details at www.proconeng.com.



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