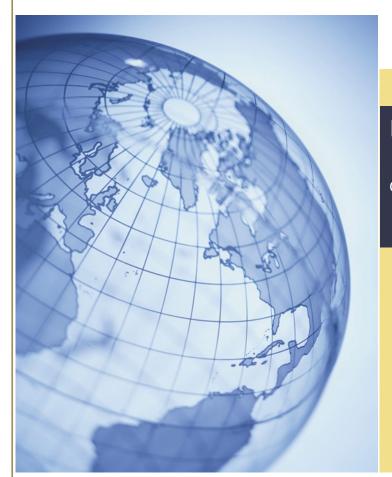# MODCON

*S*YSTEMS LTD

MARS - Modcon Advanced Remote Service

Capitalize on a new dimension in system support

Modcon Service and Maintenance Agreement Offering

Process analyzers play today an important role in refinery and petrochemical processes control and optimization.

Success in their implementation significantly depends on close attention to maintenance and ongoing technical support.

Customer service is the primary function of the support packages offered by MODCON, providing our customers with best

practice services, level of knowledge and professionalism. In order to provide expert service to its process analyzer systems users,

Modcon offers a comprehensive technical support and maintenance program. The program's objective is to provide the resources

to keep the complete customer's System on line with minimized down time.

The program includes three different support options – basic, advanced and premium.

Has 40-years' experience in revamp of existing and construction of new refinery and petrochemical plants for production of high value and on-specification products at optimal cost and minimal environmental burden.

MODCON value proposition includes the following advanced solutions:

Modcon

*S*YSTEMS LTD

LEADERS IN PROCESS ANALYSIS
AND CONTROL

MARS Team

Better service. Peace of mind.

Allowing you to concentrate on what is most important

MARS SERVICE

- Refinery process units optimization

- Process analyzers and analyzer houses

- Environmental protection and safety

- Energy saving and process units efficiency optimiza-

- Process control DCS solutions with total protection against cyber at-

- Ecology monitoring

- Pipeline SCADA, metering stations, qualitative and quantitative control solutions

SUPPORT FEATURE	BASIC	ADVANCED	PREMIUM
24/7 global telephone support Modcon will provide access to our global technical support call center in 24 hours per day, seven days per week. Incoming calls will be processed and responded to in a timely manner by authorized operators and then forwarded to Modcon engineers and technicians, offering a comprehensive level of technical expertise.	☑	☑	☑
Email support via a global tracking system Email support is the most effective method of assistance for troubleshooting and correcting analyzer system problems, offering rapid issue resolution. Response time during business hours will be within two (2) hours of initiation of incident report by system user.	☑	☑	☑
Warranty and returns Modcon products are warranted against defects in material and workmanship for a period of one year from date of shipment. During the warranty period, Modcon will repair or replace products which are defective in accordance with terms and conditions of purchase order.	☑	☑	☑
Remote technical support services Technical support provided via internet and modem is the best method of assistance for troubleshooting and correcting control system problems. Please note that this will require a functional dedicated internet connection or telephone line installed in the control room at the customer site of sufficient line quality to facilitate dial-in modem connection access.	☑	☑	☑
Web knowledge base for registered users Access to Modcon's web knowledge base that enables registered users online access to a repository of technical data including a topical database of operation, problem solving and troubleshooting of Modcon systems.	☑	☑	☑
Hardware upgrades Special conditions for hardware upgrade and associated services	☑	☑	☑
Unscheduled calls and emergency on-site services Emergency calls will be responded within 24 hours and charged at a standard service rate of 1,000 USD excluding travelling and per diem expenses	☑	☑	☑
Models maintenance and validation The fine tuning of the models will be carried out via internet or modem with the Customer's full cooperation in sending lab results and connecting to the system's modem	☑	☑	☑
Software upgrades An active maintenance contract providing upgrades to the latest versions of Modcon software	☐	☑	☑
Scheduled on-site annual visits Modcon expert will visit the customer plant site once per year, for a duration not to exceed three (3) days to perform a comprehensive system check and review system functions with the operations and maintenance staff	☐	☑	☑
Preventive on-site maintenance Modcon will be responsible for preventive analyzer system maintenance on-site	☐	☐	☑

Skilled staff and 40 years experience put to work for your company

Wide range of process analyzers are being used nowadays in modern industry. These Analyzers delivering measuring results and status information to the DCS but different communication standards and operation philosophy of these analyzers makes this operation complicated. Successes that can be attributed to the use of process analyzers includes remote monitoring, validation and maintenance of the analyzer systems in one single tool.

We work with your system to insure that your business requirements are achieved

ANACON is a full-distributed Analyzer Management and Control System that was developed to provide more efficient tools for maintenance calibration and validation of the analyzer systems. It was configured to be connected to remote systems using communication links like TCP/IP or RS-485. *ANACON* was developed to be running on Microsoft Windows platform.

ANACON is able to monitor the operating state of the installed equipment and validate a wide variety of analyzers and instruments. Once an analyzer or instrument is validated, *ANACON will evaluate and register the results using statistical rules*

Deployment and support services are part of each project that we undertake
Graphical Display and Maintenance Tools

Graphical display tool from the multiple analyzers provides not only on-line information but also allows viewing historical data which is archived automatically upon configuration.

Maintenance tool based on a PcAnywhere platform allows remote access to the appropriate analyzer's GUI for remote maintenance and calibration procedures.

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www.modcon-systems.com

TARGET
Advanced Remote Service

ANACON
Analyzer Management & Control System

- **Monitor and Control** a wide range of analyzers
- **Graphical Display** of the data from multiple analyzers
- Provide **Historical Data** on analyzer performance

ANACON
SERVICES & BENEFITS

Multilingual Support

Monitor and Control a wide range of analyzers

Graphical Display of the data from multiple analyzers

Provide Historical Data on analyzer performance

Manage Validation Procedures according to ASTM D3764

Self Calibration FreeTune mechanism

Control Active Streams

Alarms Management

Remote Maintenance

MODCON

SYSTEMS LTD

LEADERS IN PROCESS ANALYSIS AND CONTROL

THE **+ SMART WAY** TO *GROW*

YOUR BUSINESS

TARGET

Product Quality

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