

Ensure service availability tomorrow by reserving time today.

Service Bank provides easy access to expert assistance for your process management system and related field devices when you purchase reserved blocks of time.

Service Bank is a Customer Support Solution from Caltrol. Customer Support Solutions-services, products, and alliances for installed systems-are provided by certified specialists through our Customer Services Network.



Figure 1: Plan ahead -- reserve expert assistance today for your future needs.

Anticipate service needs

With Service Bank, you can budget up front for Fisher-Rosemount's expert assistance. Then, when you encounter unexpected tasks or those not normally covered within your service contract, getting assistance is just a fax or phone call away.

There are no hassles or delays raising the necessary purchase orders and no unexpected budgetary problems. Just ask for assistance and pay through your prearranged Service Bank account.

You can establish your Service Bank account at favorable rates as an addition to the standard services in any Support Contract.

Asset Utilization-make improvements convenient

Do you have plans or goals to improve your competitive advantage by optimizing your process management system and field devices? Do you find that you have time to perform such tasks, inadequate resources, or higher priority areas to focus on?

Our Service Bank can provide on-site assistance to improve your system's configuration and applications. By planning ahead and purchasing Service Bank, you have units of time already available. The moment you need support, Caltrol specialists are ready to help.

Cost Management—reduce your costs with our expertise

The cost of maintaining engineering and support expertise within your facility can be high. You can reduce your costs by relying on our expertise for your service and support needs. By establishing a Service Bank account you can eliminate high-cost emergency service calls and more effectively budget your service expenses.

Service features

Service Bank provides specialized assistance from certified Caltrol field service support or engineering specialists for task such as:

- ? Installation of software upgrades
- ? Installation of hardware expansions
- ? Planned maintenance or other support services
- ? Configuration modifications
- ? Host computer program modifications
- ? Field device maintenance
- ? Control system modifications.

Service application

Fisher-Rosemount Service Bank is a Customer Support Solution for Fisher-Rosemount process management systems and related field devices.

The service provides a pre-arranged number of Service Bank units to be used whenever they are needed. Services include hardware, software, or field tasks to be carried out on your system.

After each visit, an account balance sheet detailing services performed and remaining units available is provided.

Order information

To learn how comprehensive Customer Support Solutions address your process management needs, contact your local Caltrol office today.

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