

3098 Gas Specific Gravity Meter StartupSM Service Advantage – only from Micro Motion[®]

Micro Motion is dedicated to improving your processes and helping save and make you money with superior products and services. Our StartupSM Service provides the exceptional service that you expect from the leader. Realize the full benefits from your newly purchased Micro Motion mass flow and density meters – quickly and easily.

Micro Motion StartupSM Service ensures you receive the optimum measurement solution. Our factory-trained service technicians help to make sure the installation and field calibration of a new Micro Motion Gas Specific Gravity Meter meets your measurement expectations from the very first time it is placed in operation in your plant. **These unique instruments must be calibrated in the field at start up.**

StartupSM Service includes the following:

- Verification of correct installation of the sensor, transmitter and associated wiring
- Calibration assistance of the unit with the process gas compared to reference gases
- Review configuration and testing of all Signal Converter displays and outputs to ensure compatibility with plant controllers or indication devices
- On-the-job training for your technicians as the Emerson Process Management service technician conducts the StartupSM Service
- Six month warranty extension
- Follow up phone call

What we need you to do before we get there:

- Install 3098 per instruction manual
- Wire meter to signal converter per instruction manual
- Acquire calibration gases and associated regulators
- Have hardware available to calibrate the meter with the reference gases

StartupSM Service Pricing

Consult Factory

A flat rate charged per meter which includes all labor and travel expenses within the United States when this service is purchased at the time of ordering your Micro Motion equipment (based on one prescheduled trip for an 8 hour day at one location, during normal business hours, Monday-Friday). Additional charges may apply for customer required site training that exceeds one (1) hour. Equipment must be installed and wired prior to visit. Weekend pricing also available upon request.



StartupSM 3098 Gas Specific Gravity Meter

Please contact the Micro Motion Customer Support Team or Emerson Process Management North American Response Center for additional information about StartupSM Service or for a price quote outside the normal business hours.

Micro Motion, Inc.
(800) 522-6277

National Response Center
(800) 654-7768



www.micromotion.com
Tel: 800.522.6277 (U.S.)
Tel: 303.527.5200 (International)



StartupSM Service Package

The following provides additional details regarding the StartupSM Service Package. Specifically, it provides information about what work will be performed by Micro Motion and the expectations we have for our customers before and during StartupSM.

Establishing StartupSM Appointment

“Don’t call us, we’ll call you.” When you order the StartupSM Service with your Gas Specific Gravity Meter a field service representative is prompted to contact you to establish a mutually agreed upon time for that StartupSM. If you don’t hear from us within a week of receiving your order acknowledgement, please contact the Micro Motion Customer Support Team at (800) 522-6277.

Installation Verification and Commissioning

This includes a check of the piping system to ensure a good mechanical installation, a check of the wiring from the Meter to the Signal Converter, the calibration of the unit with the process gas compared to reference gases and a loop check to verify the output signals to any peripheral devices. A complete check of the signal converter’s configuration and diagnostics will also be performed.

You need to have the following things complete to optimize the StartupSM call:

1. The Meter should be plumbed in a line that will deliver a clean, dry gas.
2. The Meter to Signal Converter, power and output signal wiring terminations must be complete and ready for calibration.
3. The lab quality reference gases and associated regulators as described in the product manual should be on site.
4. The hardware necessary to calibrate the Meter with the reference gases should be in place.*

*Note: Contact factory for suggested calibration hardware assembly designs.

On-the-Job Training

On-the-Job Training consists of the customer observing the startup. If time permits, the technician can provide an informal basic instruction on the Gas Specific Gravity Meter fundamentals in a group setting, i.e. conference room, lunchroom or instrument shop. This instruction may include theory of operation, installation, operation details, troubleshooting guidelines and how to navigate through

the signal converter display. Tools that are used include Product Manuals. Copies of the Product Manuals will be left with you as well as information on where to find them on www.emersonprocess.com/micromotion.

Follow Up Phone Call

As with all of our Micro Motion instruments, the 3098 is a very stable, high accuracy meter whose calibration is not expected to drift under normal operating conditions. With this in mind, some customers request a follow up phone call after its initial on-site calibration. Typically, the technician will contact you to determine how the meter is performing, whether there have been any service issues or questions and if you have any need of another service call. If you are satisfied with how the meter is performing, then the call is the full extent of the follow up. If a visit is required, the technician will make arrangements for the follow up visit. This will typically be a billable service unless it is determined to be a warranty issue. On the follow up visit, the technician will verify whether the specific gravity meter is working properly, address any performance concerns/issues and offer follow up training rising from questions and issues.

Extended Warranty

The standard Micro Motion warranty is 12 months from installation or 18 months from date of shipment, whichever comes first. Under this program, the warranty period is extended to 36 months from date of shipment. It will be your responsibility to alert the factory of the extended warranty should the equipment experience a warranty failure within the warranty period.

Pricing

Consult factory for pricing for your application in your area. Pricing will be based on Monday through Friday service, during normal business hours. This pricing includes one, all expenses paid visit to a single location to complete the StartupSM service. Additional charges may apply for customer required site training that exceeds one (1) hour. If additional visits are required, the standard service pricing structure applies.

NOTE: If services are rendered on other equipment while on site for StartupSM, the customer will be billed on an hourly basis for the time servicing the other equipment. There would be no travel expenses unless the extra service required the technician to stay over additional days.



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