

Expert Support



Get the Answers You Need, When You Need Them.

SureService Expert Support provides technical support, 24 hours a day, seven days a week, via a dedicated telephone support line, and our on-line Internet information access site.

Expert Telephone Support

Expert Telephone Support includes assistance for questions or concerns regarding the Ovation expert control system, the Digital Generator Controller (DGC), and Ovation Optimization solutions. Your call for technical assistance will receive top priority, and our state-of-the-art call tracking system will allow our support specialists to use your control system information and call history to quickly resolve any technical issues.

Our telephone support engineers will work with you to gather relevant information in order to correctly identify the problem and implement corrective measures. Using a wealth of diagnostic tools and procedures, the SureService team can:

- Isolate the problem to a particular hardware or software component
- Provide troubleshooting methodology
- Examine system error logs
- Utilize fully functional voltage regulators for troubleshooting the DGC
- Suggest corrective actions and follow-up steps

From our SureService support center, our team stands ready 24 hours a day, seven days a week to quickly diagnose and resolve system problems on your Ovation system, your Digital Generator Controller, and your Ovation Optimization software.

Internet Information Access

Get Instant Access to Proprietary Information and Priority E-mail Response

Designed specifically for technical plant operations staff, the SureService web site offers a level of information not available to non-contract customers. The site provides instant access to Development Information Releases (DIRs), System Deviation Releases (SDRs), and the Ovation Registration Utility. The site also provides priority e-mail response to non-critical technical matters.



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