

On-Site Service



Ensure Optimum Performance

Scheduled On-Site Service

Even the most sophisticated control or generator excitation system requires routine maintenance to keep them in top operating condition. With SureService Scheduled On-Site Service, you can ensure that critical clean-up, backup, and maintenance services are performed regularly on both your Ovation Data Control System (DCS) and your Generator Excitation System (GES). Our field engineering experts can implement changes during normal plant operations and can assist you in preparing for planned outages. Additionally, we can perform the accumulated maintenance tasks on your DCS control system or GES without diverting essential staff manpower from other important assignments.

During each of these visits, our engineer can resolve pre-identified issues, backup software, inspect the integrity of network communications, perform file clean-up, implement minor control and graphics changes at your direction, and complete other necessary maintenance functions.

To ensure consistency, the field engineer most familiar with your system can be dispatched for each scheduled visit if available.

For Ovation Optimization customers, an experienced engineer can be scheduled on-site for periodic expert tuning of the Ovation Optimization software to accommodate seasonal or operational variation in optimization requirements.

Emergency On-Site Service

When Expert Telephone Support or Remote System Diagnostics cannot solve an immediate problem, emergency on-site assistance may be necessary. With the SureService Emergency On-Site Support module, an experienced field service engineer will be dispatched within 24 hours to your plant. The immediate availability of a field service expert helps to quickly return your DCS or GES operations to normal, reducing or eliminating downtime and the potential for unplanned outages.

Each contract for Emergency On-Site Service is customized based on your needs, plant performance history, and system configuration. To eliminate unplanned costs, SureService personnel work with you to determine a suitable number of emergency on-site visits to be included in the contract.

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