

# Scheduled System Maintenance

- Standardized maintenance approach.
- Improved Process availability.
- Reduced operations and maintenance costs.
- Service executed by Emerson experts.



*Achieve and sustain peak Control Systems operational performance and reliability.*

## Introduction

Regularly scheduled maintenance is critical to ensuring the longevity and peak performance of your system.

Scheduled System Maintenance has been created to meet your plant's specific and comprehensive needs and to address your operational and business imperatives and challenges:

- Keeping your plant operating safely, consistently and economically.
- Improving and preserving your asset reliability and investment over time.
- Optimizing your plant performance and achieving business goals.

We help customers improve business performance and protect their automation investment with one of the largest global services and support organizations in the industry.

Our Emerson Service Specialists will perform a prescribed set of maintenance tasks using a standard and proven procedure. This expertise is supported by more than 40 years of process systems industry experience and thousands' of customers worldwide.

Emerson recommends that our customers purchase Scheduled System Maintenance for our control systems. This program provides site services to proactively maintain and continually advance and enhance your Emerson control system installation.

With this program you can keep your control system hardware and software maintenance requirements up-to-date while maintaining a flexible path forward to new technology and features.

## Benefits

**Standardized Maintenance Approach:** Scheduled System Maintenance Service represents a standardized and proactive maintenance methodology provided by Emerson to help the customers to operate their control systems safely and dependably day after day. Scheduled System Maintenance changes the maintenance from a fail and fix approach to predict and prevent approach. The objective is to proactively identify shortcomings that can impact system continuity and availability.

**Improved Process Availability:** Maximize plant manufacturing availability and avoid loss of production through proactive software and hardware support maintenance methods to match your plants operation needs. Software maintenance updates to keep equipment operating reliably and stay current with latest technology.

**Reduced Operations and Maintenance costs:** Scheduled System Maintenance will minimize the chance of unexpected emergency service calls and costly equipment failures. Emerson technical expertise will augment your capital efficiency by sustaining the useful life of the software and applications and also your plant internal staff versus additional hiring and improve your staff responsiveness and productivity.

**Expert Service Execution:** Priority access to our site services specialists with deep knowledge of past proven solutions experiences can be a major time saver and will help reduce the risk of an inefficient or unreliable solution.

## Service Description

Emerson Process Management will initiate the scheduling of planned maintenance visits with your plant's designated contact person. Emerson Services Specialists will work in advance with the customer to define the frequency and duration of service visits, specific services to be performed, and equipment to be serviced.

Scheduled System Maintenance visits are typically purchased in a bank of hours to be used during standard business hours.

In general, Emerson Service Specialists will perform maintenance tasks during the visit focused on seven (7) core categories related with the DeltaV™ distributed control system (DCS):

- **System updates and hotfix:** Activities related to overall system integrity, reviewing applicable KBAs, Microsoft and Symantec Patches, hotfixes and DeltaV Back Ups.
- **Controllers:** Activities related with review of Controller's hardware and software, communications integrity, redundancy and basic health check values.

- **Cabinet:** Maintenance tasks related to Cabinet voltage analysis, Power Quality and general revision of the DeltaV hardware inside the cabinets.
- **Workstations:** Activities related with communications of the workstations, Overall Integrity, cleanup, software, hardware, free disk space, Hotfixes/KBAs, Alarms and Events backups.
- **I/O Subsystems:** LED indicators, Check Overall Integrity, Check properly connected IO carriers and cables.
- **Network:** Physical inspection of cabling connectors and cabling integrity of Smart Switches and Firewalls (undamaged/unstressed).
- **DeltaV SIS™: Maintenance:** Activities for the Logic Solver SLS1508 and SIS Net Repeater like - Status of Communications, LED indicators, Communications, check all channels.

During each service visit, our specialists will log all findings and observations and generate a standardized report. The report summarizes the findings and actions taken during the execution of the Scheduled System Maintenance routines. The report includes any other action plan recommendations identified during the visit to improve lifecycle, support and maintenance of the Control System.

## Service Availability

Scheduled System Maintenance is a Lifecycle Services offering for Emerson Process Management DeltaV (DCS). The Lifecycle Services portfolio consists of service modules, each designed to address specific support requirements. These modules can be combined to customize a support program for your plant that is tailored to fit just right, meeting your support needs while providing value and peace of mind.

## Ordering Information

Description	Model Number
Scheduled System Maintenance	(Please consult your local Emerson Process Management office for availability)

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