SureService® Emergency On-site Service

When telephone support cannot solve an immediate SureService Emergency On-site Service module, a factory-trained and certified field service engineer will be dispatched to your plant on a priority basis. The immediate availability of one of our gas chromatograph experts can help you reduce or eliminate downtime and unplanned outages.

Each contract for Emergency On-site Service is customized based on your needs, system performance history, system age, and system complexity. In order to eliminate unplanned costs, SureService personnel work with you to determine a suitable number of emergency site visits for inclusion in the contract.

With emergency visits covered under the fixed contract fee, the difficulties of budgeting for unplanned emergency service will be virtually eliminated. As a SureService customer, you will not only receive priority field service response, but you also may request the field service engineer who may be most familiar with your system. In these instances, we will do our very best to fulfill your request.

Our expert field service engineers will be dispatched as soon as possible. Once on site, our engineers will quickly diagnose the problem and ensure that your gas chromatograph is up and running as soon as possible.

With SureService Emergency On-site Service, you will not have to waste critical time getting a purchase order in place to dispatch an Emerson field engineer to your site. By avoiding wasted time on administration and paperwork, you can avoid unnecessary down time.

SureService Emergency On-site Services not used by the end of the contract period can be used for informal onsite training or general maintenance within the contract period.

SureService Emergency On-site Service customers enjoy:

- Emergency on-site service covered under a single, fixed fee
- Priority response of field engineering over noncontract customers
- Assurance that if we can't resolve an issue via telephone support, a field engineer will be dispatched to the plant site as soon as possible
- Commitment to fulfill specific personnel requests when possible and practical

Pricing and Terms

Please contact your account representative for further information, or to request to have a custom contract designed to meet your specific needs.

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