

# Ensure Optimum Performance with On-site Service



## On-site Service

### Scheduled On-Site Service

Even the most sophisticated control or generator excitation system requires routine maintenance to keep them in top operating condition. With scheduled on-site service, you can ensure that critical clean-up, backup, and maintenance services are performed regularly on both your Ovation™ distributed control system and your Ovation excitation system. 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 control system or excitation system 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.

Below are a few specific examples of common services that can be performed.

#### Preventative Maintenance:

- Ovation Error Log review and analysis
- Hardware reviews such as LED inspections, power and redundancy testing
- Ovation database and domain controller health review

#### Application Engineering:

- Graphic and logic updates
- Database engineering (points, I/O, drops, controller configuration, etc)
- Datalink implementation
- Ovation Process Historian and reports configuration
- Network configuration changes

Outage and/or startup support:

- System installation and commissioning
- General DCS support
- Troubleshooting / issue resolution

System Maintenance:

- Perform Ovation software patching/updating
- Apply 3<sup>rd</sup> party software updates such as MS Security patches, Oracle patches, etc
- Update AV definitions
- Perform/schedule Ovation and Active Directory backups
- Perform OPH backups or archiving

Process Control Tuning (Class B)

The above are just a few commonly requested services, the regional office will work with you to develop a complete list of actions as well as discuss any associated risks (actions that can be performed on-line and actions that should be deferred until an outage opportunity).

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

## Emergency On-Site Service

When Product Support cannot solve an immediate problem, emergency on-site assistance may be necessary. With Emergency On-Site support, 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 control system or excitation system 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, Lifecycle services personnel will work with you to determine a suitable number of emergency on-site visits to be included in the contract.

©2012-2025 Emerson. All rights reserved. The Emerson logo is a trademark and service mark of Emerson Electric Co. Ovation™ is a mark of one of the Emerson's family of business units. All other marks are the property of their respective owners. The contents of this publication are presented for information purposes only, and while effort has been made to ensure their accuracy, they are not to be construed as warranties or guarantees, express or implied, regarding the products or services described herein or their use or applicability. All sales are governed by our terms and conditions, which are available on request. We reserve the right to modify or improve the designs or specifications of our products at any time without notice. Emerson strives to deliver products, services, and documentation that reflect our commitment to diversity and inclusion. Some publications, including software and related materials, may reference non-inclusive industry terms. As diversity and inclusive language continue to evolve, Emerson will periodically re-assess the usage of such terms and make appropriate changes.