



KROHNE

Service

Services for process instrumentation
and measurement solutions

Overview

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KROHNE trademarks:

KROHNE
 measure the facts
 CalSys
 CARGOMASTER
 EcoMATE
 EGM
 KROHNE Care
 OPTIBAR
 OPTIBATCH
 OPTIBRIDGE
 OPTIFLEX
 OPTIFLUX
 OPTIMASS
 OPTISENS
 OPTISONIC
 OPTISOUND
 OPTISWIRL
 OPTISWITCH
 OPTISYS
 OPTIWAVE
 PipePatrol
 WATERFLUX
 SENSOFIT
 SMARTMAC
 SMARTPAT

Trademarks

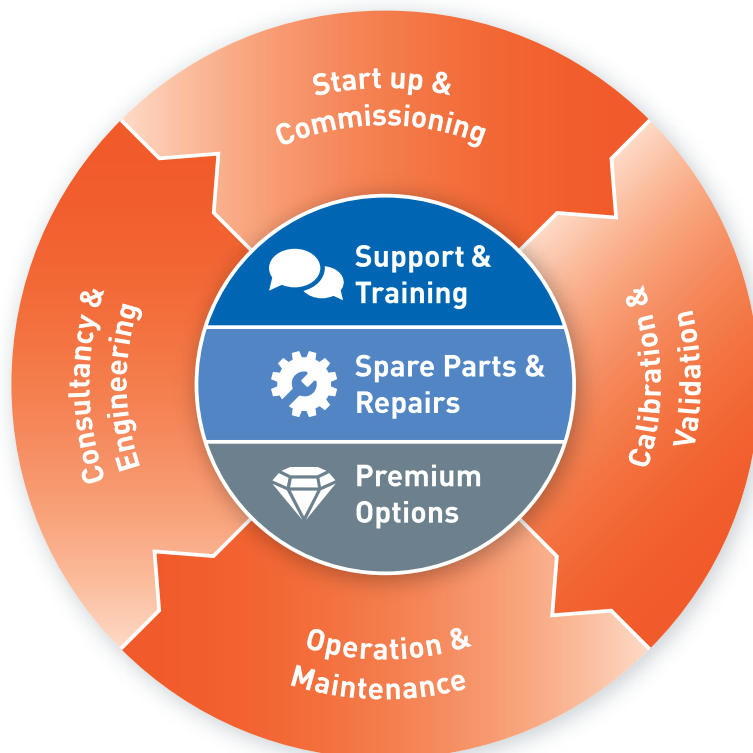
of other owners:
 Bluetooth®
 FDT Group
 FOUNDATION™ fieldbus
 HART®
 PACTware
 PROFIBUS®
 PROFINET®

KROHNE Service – By your side, every step of the way

Service has been always a fundamental part of the KROHNE business and its relation with its customers. Over many years, KROHNE has developed strong service capabilities to provide excellent support throughout the entire project lifecycle.

In close cooperation with our customers, we developed a sophisticated service portfolio ensuring optimal efficiency from first planning to operation and maintenance.

Certified KROHNE owned companies as well as selected partners are organised in regional service hubs to provide our customers excellent local technical support in more than 100 countries around the world.



KROHNE Service portfolio over the complete project lifecycle

Core services



Consultancy & Engineering

Pre-sales support starting at the planning phase and engineering through to final quotations and technical details

Start-up & Commissioning

Assistance and commissioning, FAT / SAT support, plant / site audits and remote start-up support

Calibration & Validation

Periodic inspection, validation, calibration, including environmental and metrological certification

Operation & Maintenance

Scheduled maintenance and field services, on-site assistance and troubleshooting

Support & Training



Maximise uptime and process efficiency with different service helpdesk options and trainings, starting from online courses through to tailor-made in-house workshops

Spare parts & Repairs



Local spare parts supply and management and various repair or replacement options to solve any issues as they appear

Premium Options



Customised services for specific customer needs including express services, exclusive support options and trainings, expert audits and priority treatment





Core services



Consultancy & engineering

Starting right at the planning phase of any project requiring sophisticated measurement equipment, KROHNE offers comprehensive consultancy services regarding any legal aspects right through to the choice of the most efficient measurement solution. In engineering, it is imperative to consider legal requirements in particular, i.e. for any custody transfer measurement tasks or functional safety loops.



At a glance

- Interactive online configuration of measurement equipment
- Analysis of your process applications
- Personnel configuration support
- Support with the creation of planning documentation (tenders, diagrams, communication)
- Custody Transfer (CT) support
- CFD simulations
- Scope planning and definition
- Cost estimates and budgets
- Development of a project plan
- Planning of quality standards and risk identification

Start-up & commissioning

Wherever KROHNE instrumentation is installed, we will be there to provide the best possible service, from on-site analysis and workflow recommendations through to installation and commissioning.

Any measuring instrumentation operating at its optimum makes an important contribution to the performance of your installation. With further analysis and support, KROHNE can help prevent deviations which may disrupt your process, thus saving you time and ultimately money.

At a glance

- Start-up assistance
- FAT / SAT support
- Plant / site audits
- Online services for product information, commission, device configuration and parameterisation



PACTware and FDI (Field Device Integration)

KROHNE supports all common device configuration options, such as Device Descriptions (DDs and eDDs), FDT (Field Device Tool) and FDI (Field Device Integration).

Additionally, KROHNE offers DTMs (Device Type Managers) as free downloads from the KROHNE Download Center.



PICK Product Information Center KROHNE

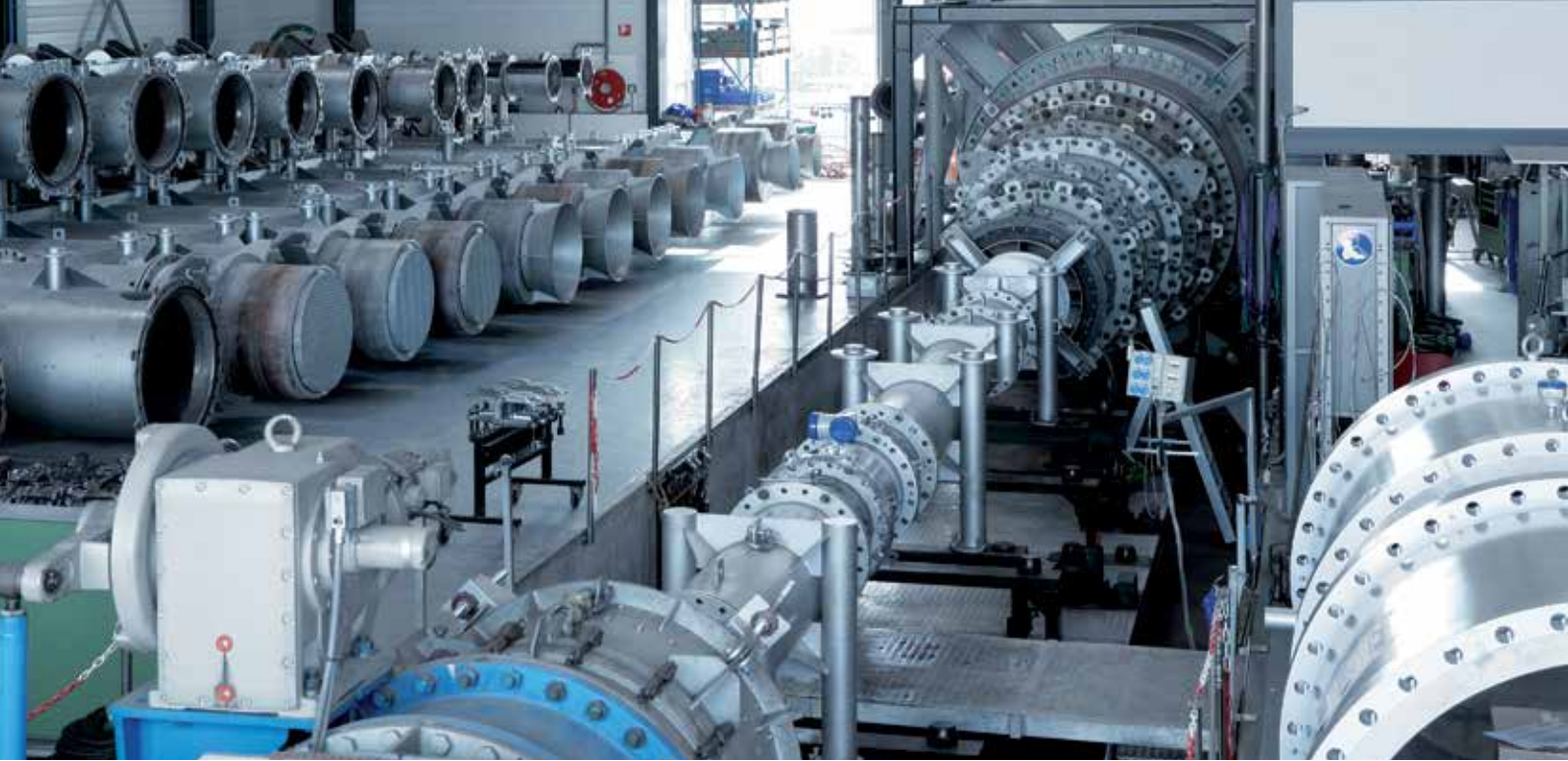
The product information center PICK supplies device-specific documents on the basis of the serial number.

The following document types are available:

- Manuals and handbooks
- Quickstart and supplementary manuals
- Calibration certificates
- Factory settings as .bin file
- Parameter datasheets
- Type plates



pick.krohne.com



The world's most precise volumetric calibration rig for flowmeters up to DN3000/120"

Calibration & validation

Calibration is one of KROHNE's core areas of expertise. If you buy a KROHNE product, you will get a measuring device that performs most accurately under real process conditions. To achieve this, we operate more than 140 facilities to (wet-)calibrate any device we manufacture. KROHNE calibration rigs are certified according to (inter)national metrology standards.

KROHNE also offers additional on-site or laboratory calibration. This includes adjustments according to the application requirements and uncertainty calculations with all parties involved. The service is complemented by KROHNE certified validations with full audit trails, additional diagnostics and monitoring to achieve full performance. Periodical inspection includes environmental and metrological certification.

Service tools

Little helpers with a big impact

myDevice – Smart service tools

myDevice tool suite comprises different smart service tools for the complete lifecycle of a measuring point:

- Wireless parametrisation and commissioning of field devices
- Verification with highest test depth without process interruption
- Reliable information on device health
- Detailed reports for proof test documentation of safety loops (IEC 61508, 61511)
- Device-specific assets via serial number or AutoID acc. to DIN SPEC 91406
- Step-by-step video tutorials
- 24/7 online course availability



krohne.com/mydevice



Operation & maintenance

On-site field services play a crucial role in successful plant operation. Instrumentation support is often needed at short notice, especially in remote areas. KROHNE can assist with anything from simple troubleshooting of instruments to optimising complete measuring systems.

To guarantee complete availability of well-trained KROHNE service engineers, a global network of factories and service hubs has been established. Equipped with mobile installation, verification and repair equipment, KROHNE offers the full range from on-site analysis and workflow recommendations.

At a glance

- On-site assistance, planning and assessment for the best measurement solution
- Remote services, revamps and troubleshooting
- Field service training for operating and maintenance staff
- Renewal of local custody transfer approvals (e.g. in acc. with MID)
- Support on offshore facilities incl. instrumentation upgrades and retrofitting



Online configuration, pricing and ordering

KROHNE offers different tools for product selection and ordering:

- Easy to use device configuration and quotation
- Prices and delivery times
- Online selection of any spare part needed
- CAD models (IGES / STEP, DWG)
- Calculation of flowmeter specifications based on given process conditions
- Comparison of measuring principles and meter types and sizes
- KROHNE eShop incl. free shipment (limited to specific products and countries – please contact us to check local availability)



krohne.link/web-apps-en



Support & training



KROHNE Academy and KROHNE Academy online

KROHNE Academy comprises a series of seminars organised in collaboration with leading companies in process automation. It addresses key operational topics, from plant safety to efficiency. Should your interest be more towards working “hands-on” with our devices, then our Service Academy is what you are looking for.

KROHNE Academy online is an online eLearning platform focusing on industrial process instrumentation. It comprises full audio content, explaining measuring technology without relating it to specific manufacturers. Register now for free and start your training at



academy-online.krohne.com

Tailormade workshops

To fully address individual training needs, KROHNE organises tailormade training sessions at any time, virtually anywhere in the world. All aspects starting from device-specific courses or legal aspects relating to custody transfer metering or functional safety (SIL) are covered.

Remote support and service helpdesks

One major part of the overall KROHNE mission is to provide the most effective support for our customers' applications. The offering ranges from fast remote support to 1st level service hotlines and 2nd level expert support helpdesk, documentation services and expert audits.



Spare parts & repair



The KROHNE spare parts & repair services ensure its customers' assets are afforded the best availability and protection. Should any KROHNE device require repair, modification, configuration or calibration, specially trained and certified teams are available at any KROHNE production facility.

To provide the best possible supply of spare parts and an uninterrupted service, KROHNE has established various service hubs around the globe. Providing spare parts at local warehouses enables our customers to maintain operations with a minimum of maintenance effort.



At a glance

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Premium options

As an addition to the comprehensive service portfolio, we offer customised premium services over the complete project lifecycle. These extended support options include offerings such as express services, priority treatment, exclusive trainings, expert audits and live video support.

At a glance

- Express service
- Express parts delivery
- Equipment rental
- On-site equipment handling
- Priority treatment
- Instant support via VIP hotline and live video support
- Customised trainings
- Specialised audits







Service level agreements

The KROHNE Modular Service Concept provides a customised approach, whereby customers can choose from a broad range of services and combine them in a way that best suits their specific, individual needs.

The concept is based on four pillars, all with the aim of maximising system and plant uptime. The core services include everything related to the normal operation of a plant, from start-up and commissioning to maintenance. The offer is accompanied by spare part & repair services to solve issues whenever they occur and various support & training options to minimise potential failure occurrence and to maximise uptime and process efficiency. In addition, KROHNE provides its exclusive premium support with many different priority options and VIP services.



After a thorough analysis of all your process and measurement requirements, our service team can make an individual proposal of a service contract with several optional components. You can choose from three different service levels, depending on your individual support requirements. In addition, our transparent choices of standard and customised terms and conditions provide you with the necessary flexibility to choose the optimal service agreement for your particular needs.

	Essential Care	Advanced Care	Ultimate Care	
 Core Services	Pre-Sales support & consultancy	✓	✓	✓
	Start up & commissioning	✓	✓	✓
	On-site verification	—	optional	✓
	On-site service	optional	✓	✓
	Preventive maintenance (on-site & remote)	optional	✓	✓
	System validation (solutions only)	optional	optional	✓
 Support & Training	Standard training	✓	✓	✓
	Remote support	✓	✓	✓
	Service hotline (1 st level)	✓	✓	✓
	Expert support helpdesk (2 nd level)	✓	✓	✓
	Documentation services	✓	✓	✓
	Expert audits	optional	optional	✓
 Spare Parts & Repairs	Spare parts management	—	—	✓
	Repair / Calibration	optional	optional (with discount)	optional (with discount)
	Update / Upgrade services	—	optional (with discount)	optional (with discount)
	Wear parts / consumables management	—	—	optional
 Premium Options	Express service	—	—	✓
	Cyber security (solutions only)	✓	✓	✓
	Express parts delivery	—	optional	✓
	Equipment rental	optional	optional	✓
	On-site equipment handling	—	—	optional
	Priority treatment ("VIP Service")	✓	✓	✓
	Live video support	—	optional	✓
	Exclusive (customised) trainings	—	optional	✓
	VIP hotline / instant support	—	optional	✓
	Specialised audits	optional	optional	optional

Please note: certain services may not be available in all countries