

Measurement *CARE*[™]

Maintenance and Operations Contracts



FMC engineers conduct measurement Best Practices audits of operations and maintenance procedures, evaluate software performance, and recommend upgrades.

Our FMC Technologies Measurement *CARE*[™] program provides the resources needed for reliable and accurate custody transfer, freeing customers to concentrate on their most valuable asset: their products.

FMC Technologies has over 11,000 people and 33 manufacturing facilities in 19 countries. Our Measurement *CARE* team currently operates from Northern and Central Europe, the Middle East, and the United States. Regardless of customer location, we can be there to help.

Responding to Customer Needs

We recognize that every customer is different. One customer may simply want a phone number to call or an e-mail address in case of trouble, while another may want FMC to provide full-time on-site maintenance and operations.

Maintenance and Operations Contracts

Here are the Measurement *CARE* services that can be tailored to fit whatever requirements a customer might have:

- **Preventive maintenance and audits**, conducted by our specialists during visits to a customer's site
- **Multi-level remote support**, from simple call-in or e-mail support to remote diagnostics and trouble-shooting
- **On-site operational support**, available as needed or full-time

Of course, most maintenance services are available without a contract on a per call basis, but having a contract provides the customer the benefits of planning their maintenance budgets in advance and securing services at a cost-effective rate with a guaranteed response time.

Preventive Maintenance and Audits

Contracting with FMC for preventive maintenance and regular system audits is a proven way to ensure the accuracy of custody transfer operations. During scheduled site visits we check the following:

- Flow meters and prover loops;
- Quality analysis systems; and
- Instrument and control loops.

We also review and check:

- Meter factor tracking files;
- Meter proving reports;
- Instrument calibration procedures and reports; and
- Prover calibration reports.

We run:

- Linearity checks;
- Meter factor calculation checks;
- Flow totalization calculation checks; and
- System uncertainty calculations.

We adjust and calibrate mechanical and electrical metering system components and replace worn out or defective parts to ensure that the system meets applicable standards.

FMC engineers conduct measurement Best Practices audits of operations and maintenance procedures and software performance, and recommend upgrades. Our engineers can also audit customers' spare parts inventory and recommend changes

to reduce the cost of potential downtime. FMC Audits assure customers that systems are operating correctly – and they also provide specific suggestions for necessary improvements.

Multi-Level Remote Support and System Supervision

A team of Measurement *CARE* service engineers is always available by telephone or e-mail during working hours or 24 hours a day, depending on customer requirements. In general, our experts solve problems in two ways: by communicating with customer personnel about equipment issues, or by downloading customer data and analyzing problems “on line.”



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In the download approach, the customer contacts us and establishes a modem/internet connection that allows the remote Measurement CARE expert to “see” the instrument and/or software problem directly and apply FMC diagnostic tools. This approach removes conversational guesswork, increases responsiveness to problems, and reduces or even eliminates the need for a service engineer to travel to the site.

On-Site Support

FMC can send service engineers to customer sites for many types of support: general operational support, critical phases of metering system operations, trouble shooting, upgrades, on-the-job training for site personnel, component repair, and spare parts assistance.

FMC can also establish full-time, on-site measurement system support for customers who wish to outsource their entire metering system operation and maintenance. Many plant managers now recognize the benefit due to cost savings and having the flexibility to tap into an international pool of measurement specialists to handle their metering needs.

Letters of Appreciation

“I would like to let you know that all of your guys are doing a great job. I know you deal with negative issues all the time - it’s the nature of the service. Just thought I would give you guys a pat on the back for a job well done. Thanks for all your assistance - believe me, your customers recognize the difference between Smith and other suppliers.”

“If all of my vendors would follow up like you, my job would be much easier. Your customer service is quite rare and greatly appreciated.”

“Very impressive customer service, many thanks for the assist.”

“I just wanted to let you know that Rick and Chuck did a great job of supporting us during the BioDiesel rack blending startup. We really appreciate FMC’s commitment to helping us be successful.”



FMC can send service engineers to customer sites for many types of support.

Buy-Back and Factory Remanufactured Equipment



We operate an equipment buy-back service for Smith branded equipment. And we remanufacture bought-back equipment to near-new condition. This program makes it easy for customers to upgrade technology without getting stuck with unwanted spares.

Our InnerMech Exchange program for Smith meters, where we replace and buy back the internal mechanisms, means that customers don't have to wait for repair, and they know they have a new or remanufactured meter that meets FMC's exacting standards.



With our InnerMech Exchange Program our customers don't have to wait for repairs.