

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.

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.

©2012-2022 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 Automation Solutions 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