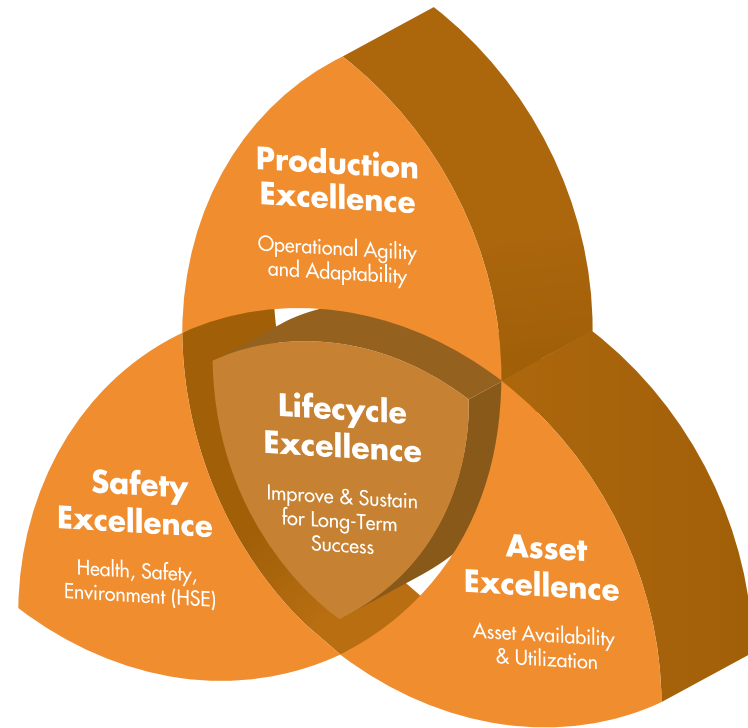


SERVICE



The Lifecycle Management Program is the global service deliverable that provides after sale maintenance service as part of **Yokogawa's Lifecycle Excellence Program**

For non-emergency technical support you can E-mail us at: support@us.yokogawa.com

For emergencies please call Yokogawa Service at 800-524-7378

A Yokogawa Commitment to Industry

vigilance[®]



What does **vigilance**[®] mean to Yokogawa? For starters, always, always making sure the products and solutions that leave our research and development labs are the best the world has seen - from day one throughout your business life cycle. Our innovative technologies and committed experts help design, install and manage your production systems efficiently and dynamically. In an ever-changing business environment, we help plan for the future to ensure continuity and flexibility in your automation strategies. Yokogawa goes the extra mile to do things right. Let us be vigilant about your business.

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Represented by:



Yokogawa Lifecycle Management Program
SERVICE
Systems Service Agreements



SERVICE

Bulletin No. 43B01X01-01E

www.yokogawa.com/us/

SERVICE

Availability = Reliability + Maintainability

Overview

Yokogawa's products have the reputation of being the industry's most reliable. Reliability of hardware and software allows users a certain measure of confidence regarding their automation arrangement.

However, the true value is the availability of the process. Availability of the automation system is one principle component toward maximizing process availability. Availability is the product of reliability of the equipment and the supporting programs and services for maintainability. (Availability = Reliability + Maintainability)

Ensuring availability is somewhat like caring for an automobile. The automobile has basic performance and reliability specifications. To increase its availability and extend its lifecycle, maintainability functions such as oil changes, tire rotation and other services are performed. Similarly, these functions are needed for automation equipment. Maintainability includes programs and services such as spare parts, response time and technical support,

that are specifically designed for CENTUM, PROSAFE and STARDOM systems. These programs and services have been assembled together into a Lifecycle Management Program (LCMP). As a basic component of Yokogawa's Lifecycle Excellence, which is a key deliverable of Yokogawa's VigilantPlant® concept, Lifecycle Management Program promises production excellence to visionary plants and creates an environment where plant personnel can See Clearly, Know in Advance and Act with Agility.

Yokogawa Corporation of America offers various levels of services with programs designed for maintaining the highest availability of your plant and meeting the needs of our customers.

Yokogawa has the ability to incorporate line item Yokogawa services with 3rd Party Services from other manufacturers and vendors.

Consolidate all your site maintenance activities with Yokogawa under one Custom Service Agreement!

Service Deliverables Table

DESCRIPTION	PLATINUM SERVICE AGREEMENT (PSA)	GOLD SERVICE AGREEMENT (GSA)	SILVER SERVICE AGREEMENT (SSA)
System Maintenance Consultation and Planning (SMCP)	12 Days (4-Three Day Visits Per Year)	6 Days (2-Three Day Visits Per Year)	2 Days (1-Two Day Visits Per Year)
On-Line Operating Inspection	2 Per Year	1 Per Year	N/A
Technical Assistance Center (TAC) Telephone Support Hours	Unlimited Hours 24/7	Total 20 Hours	Total 10 Hours
Remote Maintenance Service (RMS) Emergency	Included	Included	Included
RMS Predictive Patrol Reports	4 Reports Per Year	2 Reports Per Year	N/A
Hardware Interchange	All Parts Included	Discount 25%	Discount 10%
Corrective Maintenance	All Labor Included	Discount 15%	Discount 10%
System Backup	1 Per Year	1 Per Year	N/A
Alarm Analysis and Report	1 Report Per Year	N/A	N/A
Revision upgrades	Included	Included	Included
Version Upgrade Software Discount	Discount 15%	Discount 10%	N/A
Complementary Training Days	4 Days Per Year 1 Person	2 Days Per Year 1 Person	N/A
Bulletin Board Service	Full Access	Standard	Limited Access

Services

Silver Service Agreement (SSA)

Silver Service Agreement contains basic services and programs, outlined in the Service Deliverables Table, designed to provide the customer with access to support coupled with discounting for emergency and scheduled maintenance for the most economical price.

Gold Service Agreement (GSA)

Gold Service Agreement includes a higher level of services and coverage, outlined in the Service Deliverables Table, designed to provide preventative services with increased access to Yokogawa's site services and technical support personnel, increasing the level of reliability.

Platinum Service Agreement (PSA)

Platinum Service Agreement combines premium levels of support and availability, outlined in the Service Deliverables Table, designed to provide our clients full coverage for parts, labor and 24-hour access to support for emergency's, along with preventative services and educational offerings while containing costs.

Sentry Resident Service Agreement (SRSA)

Full Time Site Support

- Provides support for Yokogawa and 3rd Party Equipment
- On site Consultant that can provide recommendations on:
 - Hardware & software changes focused on better performance
 - System configuration changes for improved system operations
 - Advanced applications & tools that would benefit the customer
 - Improving operator effectiveness
 - Improving availability and reducing costs
- System Implementation Assistance
 - Provides proactive hardware and software troubleshooting, diagnosis & repair
 - Leads site activities such as: Site planning, Database building, Tag configuration, Alarm management, Graphics building, Software loading, Testing and Report building

Silver, Gold and Platinum agreement components can be added as an option to the Sentry Agreement

Custom Service Agreement (CSA)

All Yokogawa Service Agreements can be customized to meet the needs of our customers. We can incorporate line item Yokogawa services with 3rd Party Services from other manufacturers and vendors.

Additional Service Agreement Options Include:

- Spare Parts Program
- Applications Engineering Troubleshooting
- Off-Line Inspection
- And more!

