



# Analyzer & Instrument Maintenance Services

We offer both residential and scheduled-visit maintenance services for the analyzer and other instrumentation products installed at our customers' sites. A number of customers in the Petro-chemical industry have used our services, for example, Esso Refinery, Thai Oil, PTT Chemical, and more. We lead our competitors in this service category and have captured more than 50% of the market share in Thailand.

The customers will benefit from:

- Proactive approach.
- Maintaining system integrity.
- System operates at high performance level.
- Critical maintenance and backup services are performed regularly.
- Minimize the diversion of own critical resources (human/equipments).



Our scheduled maintenance and testing can help indicate the overall health of the instrumentation system. Moreover, we can also estimate what actions and when such actions are needed to keep the instrumentation system running smoothly in terms of calibration, repair, or replacement. We can plan ahead rather than to wait until some instruments to break-down and waste the unplanned time and resource to fix or replace them, which could mean the unnecessary down-time.

Another major benefits of the Blue Stacks Analyzer & Instrument Maintenance Services is that our experts can perform preventive maintenance on your instruments and analyzers without diverting your essential staff manpower from other important tasks.

Our services cover full range of instrumentation products, which include but not limited to the manufacturers shown below.





With a Blue Stacks Service, our customers enjoy:

- **Priority scheduling, with every attempt made to dispatch the same engineer for each scheduled visit.** Your request for the field engineer most familiar with your system will be honored whenever possible.
- **Multiple field service engineers who are familiar with your site.** This is accomplished through engineer cross-training program. In the event of an emergency, multiple resources will be familiar with your site.
- **Warranty work, without the hassle of scheduling additional visits.** Any warranted services can be completed while our field service engineer is at your site for scheduled maintenance. The time spent on warranty work will not count toward the time included in your Maintenance Contract
- **Comprehensive preventive maintenance service, including backups, data high way health inspection and troubleshooting, file clean-up, application adjustments as needed, and other necessary services.** Our experienced field service technicians can also help your plant managers and maintenance people develop a maintenance program that will help you become more prepared to handle any type of service issue you may encounter while also helping extend the life of your analyzers and sensors.

**Our factory-trained and certified field engineering experts will perform:**

- Analyzer and instrument maintenance
- Application backups
- Onsite training
- Critical parts inventory
- Critical gas inventory (as applicable)
- Compliance with ISO9001 requirements (as applicable)
- Assessment of ongoing maintenance needs
- NIST traceable calibration certificates for appropriate sensors and instruments

