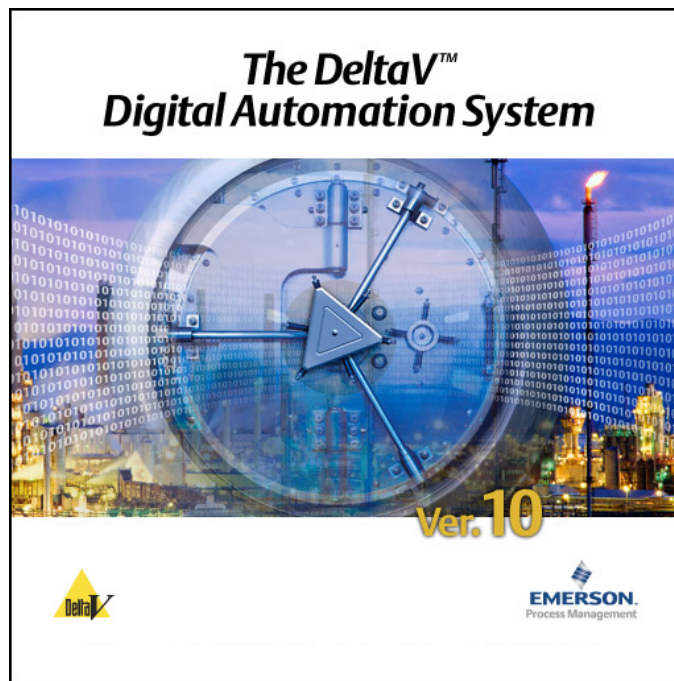


Performance Maintenance Program *For DeltaV Systems*



By ControlWorx, L.L.C.

A subsidiary of John H. Carter Company

What is the ControlWorx, L.L.C. DeltaV Performance Maintenance Program?

The DeltaV Performance Maintenance Program is a solution that addresses the operational and maintenance needs of your Emerson Process Management DeltaV control system. We believe that by aligning your in-house system support team with ControlWorx, L.L.C. service professionals, we will create a partnership whose goal is to ensure that your control system provides continuous top-notch performance and delivers better return on investment.

Traditional preventative maintenance programs focus mainly on hardware, system cabinets and consumables. The DeltaV Performance Maintenance Program is a service contract that provides a comprehensive selection of hardware maintenance and diagnostics, as well as advanced system-level analysis and activities that are tailored to the complexities of your specific DeltaV system.

DeltaV Performance Maintenance Program FEATURES:

- **Quarterly Preventative Maintenance Visits** - provides a foundation of regular interaction with the system to maintain hardware and system-level components.
- **System Audit** - provides a comprehensive review of system configuration, network architecture and hardware-level health.
- **Quarterly Site Reports** - provides quarterly site visit reports containing system baselines with observations and recommendations for any non-compliant or suspect items.
- **New Technology Review** - provides periodic review of new technology as it pertains to optimization of your specific system.
- **Priority Phone Support** - provides priority telephone support for questions and issues that may arise concerning your system(s).
- **Emergency Service** - provides a predefined block of time to be used for emergency situations both via phone and call-out.
- **Reduced Hourly Rates** - provides access to reduced hourly rates for incremental services outside of the maintenance program.
- **Fieldbus Health** - provides regular health and diagnostic check on Fieldbus segments. Includes full segment audit and report.
- **Service Bank Hours** - provides a predefined block of time to be used for additional requested services.
- **DeltaV Insight Setup and Monitoring** - provides setup of DeltaV Insight to monitor device and loop performance.

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DeltaV Performance Maintenance Program OPTIONS:

DeltaV Software Upgrade Option

This option provides for the performance of one major software revision upgrade to your DeltaV system(s) per year. Includes:

- Workstation and server audit to determine compatibility.
- Hardware compatibility and controller loading analysis.
- Controller redundancy and cross-communication analysis to identify potential online upgrade issues.
- In-house mock upgrade performed to identify potential database and graphical issues.
- Online and offline software upgrade.
- Post-upgrade follow-up and support.

Workstation Support Option

This option provides for support of warranted Dell workstations and servers as they are related to your DeltaV system(s).

- Provides for pick-up, repair and delivery of failed workstations and servers.
- Restoration of system software and data.
- Access to loaner workstations and servers to be used on an emergency basis during the original system repair.

PC Evergreen Option

This option provides for continued improvement in plant performance in ensuring that the underlying control system hardware has the capacity and functionality to meet tomorrow's process control needs.

- Provides the replacement of all workstations and servers at a set interval, typically every 36 months.
- Establishes an escrow account wherein the cost of workstation and server hardware may be spread out over multiple payments.

AMS Device Manager Option

This option provides for additional service days to develop and implement the AMS Device Manager system.

- Assist with logical database implementation.
- Setup and configuration of device alerts.
- FIELDVUE performance diagnostics.
- Develop calibration routes and routines.

Note:

Spares and/or consumables replacement is not included in this service program, and will be provided by John H. Carter Company at additional cost.

On-site services are scheduled by mutual agreement. After-hours availability for on-site support is available under the Emergency Response bank of hours, or can be arranged via additional purchase order.

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