

## TELEPHONE TECHNICAL SUPPORT



Many day to day problems encountered by customer site operations/maintenance staff relate to the turbine package systems and the control system. The systems are both varied and complex depending on site process requirements.

EPS offers a service where a system support telephone help line can be made available to assist site operations/maintenance personnel, where one of our experienced engineers may assist the operator in establishing the correct or incorrect function of the respective

system and offer direction in the fault diagnosis process.

The support operates under a commercial agreement which can be tailored to suit individual customer requirements with the payment of a monthly premium.

Generally the scope of services offered includes:

20 Hours per calendar month of Telephone Remote Support consisting of any combination made up from the following:

- Telephone support for advice on control system operation.
- Telephone support for advice on package system operation.
- Remote Access Control System monitoring – via EPS dial up facility.
- First line fault diagnosis.

Hours in excess of the contractual provision of 20 Hours per calendar month would be chargeable on a pro rata basis calculated from EPS standard provisions of manpower – available on request.

The provision of 20 hours support per calendar month or any part thereof that is not utilised are not transferrable to any other month.

The above scope of services would be made available between the hours of 08:00 and 18:00, Monday to Sunday - 7 days per week.

Should you wish to know more about the benefits of having access to our systems support help line/control system remote access then please contact:

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