

The Service department at KROHNE LTD offer a wide range of After Sales Services designed to give our customers service of the highest quality.

In 2015 KROHNE LTD is offering a special onsite commissioning rate to all onshore UK customers when purchasing KROHNE products. We strongly recommend that equipment supplied by KROHNE be commissioned by our own service engineers, prior to start-up. (Rates listed below).

Please note this offer is only valid at the time of KROHNE product purchase.

COMMISSIONING RATES (per day)	RATE / GBP
Flat rate to all customers	£795

Please see commissioning procedure for requirements.

This price are for the following:

- Rates are per day (Flat rate is based on an 8 hour working day)
- This offer is NOT valid with offshore locations

These prices do not include:

Unless otherwise negotiated in written form, the Purchaser shall pay for the following:

- Travel expenses: All travel of the field service engineer will be charged at cost +7,5%. Air travel will be economy class.
- Living expenses: All living expenses including hotel accommodation, meals, beverages, residence taxes, service taxes, duly receipted will be charged at cost +7,5%.

If a field service visit exceeds 12 hours including traveling and meal breaks **OR** if a service engineer is required to be on site for consecutive days we then reserve the right to include an overnight stay at cost + 7.5% per night.

Saturday, Sunday & Bank holidays by special prior arrangement only.

Service Engineers have standard PPE and will only carry hand tools and laptop on site. It is the responsibility of the customer to provide any special equipment required such as ladders or specialist PPE.

All charges are exclusive of V.A.T.

For full details of our After Sales Services please do not hesitate to contact a member of the service department at ukservice@krohne.com

Prices valid until 31/12/2015

KROHNE START-UP SEQUENCE AND COMMISSIONING PROCEDURE

1. SCOPE

This document details the minimum process requirements for KROHNE start-up sequences and general commissioning procedure.

Although, the start-up sequences and commissioning procedures differ to some extent from process to process and for different Krohne products the basic philosophy and general aspects shall conform to the concept of this document.

2. CUSTOMER REQUIREMENTS

The following section outlines the requirements that the customer must complete prior to receiving a KROHNE field engineer. Failure to complete the following may result in an unsuccessful start-up and commissioning.

- The equipment shall be mounted and all electrical connections shall be made at the expense of the Purchaser.
- Flanges must be torqued down at specified rating.
- The Purchaser shall furnish safe and proper working conditions as well as safe storage of any special tools and / or equipment.
- The Purchaser shall furnish all necessary tools, labour, cranes, utilities (electricity, water, etc...) and other material(s) and supplies needed to install and operate the equipment. He shall additionally furnish, free of charge, craneage, other lifting equipment, switching service and the services of fully qualified and certified operators and other employees that may be deemed necessary.
- In case special safety provision will be required at the job Site, Purchaser will supply to KROHNE a Service engineer free of charge.
- Customer MUST have product (media) in the pipe line and have ability to flow.
- Information regarding any special site requirements.

3. KROHNE PERSONNEL

3.1. Prior to going on site will:

- Obtain Service Order Number, location, and site contact information and any customer process information available.
- Determine site requirement for training, PPE and safety certifications.
- Bring required tools, PPE, and check local weather conditions.
- Obtain Serial Number and print calibration parameters from PICK

3.2. Arriving on site will:

- Contact site representative or security, sign in and take any required safety training.
- Obey all site safety requirements, note exit routes, muster points and wind direction.
- Back in parking, wear appropriate PPE.

4. SITE SAFETY:

- **As a KROHNE representative you are required to stop work if you have any safety concerns with any operations at a customer facility.**

5. INSTALLATION GUIDE FOR CUSTOMER USE

This section is relevant for the CUSTOMER; the aim is to provide guidance for effective basic commissioning of Krohne products.

INSTALLATION

Krohne request that all customers read the relevant product manual for installation guidance. All product manuals are located on the Krohne website under 'downloads'.

If you require any advice or have any queries please don't hesitate to contact the UK service department on ukservice@krohne.com.