

Our service experts are available to ensure you get the most out of your Panametrics equipment. Our Customer Support, Field Service and Application teams have the experience and expertise to respond to your challenges and improve your measurement.

Field Service



Troubleshoot and repair flow, gas and moisture equipment

Panametrics can evaluate meters at customer sites for both hardware integrity and electronics functionality.

Equipment commissioning

Panametrics' specialists will assist customers with proper hardware configurations and supervise the installation. Commissioning and product set up of services includes:

- Assisting with hardware configurations
- Meter or analyzer programming
- Verifying functionality

If applicable, field calibrations are available for certain equipment.

Flow meter verifications

Testing and optimizing the meters ensures that they meet factory performance standards. Additionally, our specialists are equipped to fulfill local regulatory requirements for verification of accuracy.

Flare system combustion study

Panametrics engineers will assess a flare system (flare, steam/air, supplemental gas) and evaluate your site's flare combustion efficiency. Data from this study will allow sites to make educated decisions on how to limit greenhouse gas emissions.

Preventative maintenance

Panametrics has designed Preventative Maintenance Agreement (PMA) to meet daily operational flow meter needs while ensuring meter uptime. Specialists will execute a thorough inspection of your flow meter system and perform a comprehensive inspection of the meter's operating characteristics.

Flow surveys

Panametrics specialists can take on the spot flow measurements of a wide array of processes and line sizes. This service can assist with leak detection, cooling tower efficiency, pump and valve evaluation, and various other issues.

Moisture surveys

Panametrics Field Service is equipped with both our PM880 (aluminum oxide) and Aurora Transport (tunable diode laser) to measure moisture in numerous applications. These systems allow for rapid and accurate moisture measurement. This service can help validate existing points of measurement and provide spot measurements where analyzers are not currently in place.

Flowmeter turn-key solution

Hot tapping, alignment, installation, and commissioning of ultrasonic system (nozzles and sensor) can be provided as a customized solution.

Training

Panametrics hands-on, instructor led courses allow customers to maximize plant uptime. Course coverage helps to improve efficiency and can reduce plant safety concerns.

In House Service Offerings



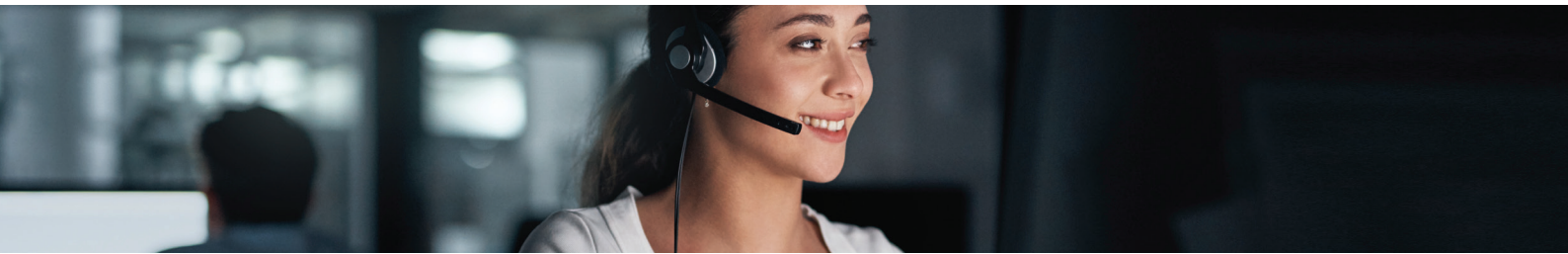
ALOX moisture sensor calibration

Panametrics' moisture sensor calibration and exchange program provides a nationally accredited calibration to ensure the health of the sensor.

In-house calibrations, troubleshooting, and repairs

Panametrics offers spares, replacement parts and in-house troubleshooting to keep your assets up and running. Panametrics facilities are ISO17025 accredited, and our teams are ready to assist.

Remote Service Offerings



Digital verification

Digital verification allows the flare meter to be validated on-line and in-process through remote communication with a plant's distributed control system (DCS).

Technical support

Panametrics' enterprise technical support team is available to assist with customer needs and answer questions about instrumentation and equipment.

Pre-commissioning

Panametrics can instruct customers on the requirements to complete the installation per factory specification.

Data analysis

Panametrics specialists can consult customers on diagnostic data, process conditions, and flow profile to help improve measurements.

Training

Panametrics' instructors can provide remote or hands-on training.

PanaConnect

The new PanaConnect provides customers a remote diagnostic kit that enables rapid troubleshooting if an issue arises with a Panametrics flow meter. Customers are provided with a portable case which includes a secure cellular transmitter and flowmeter test equipment. Once the case arrives, the customer will complete the physical connections to establish communication. Once connected, a Panametrics engineer can **use the kit to interact with the flow meter** to isolate issues and test each of the components in the system.

Additional Service Offerings



Long term service agreements

Our most common programs include:

- Moisture Sensor Exchange Program (MSEP)
- FlareCare Supporting Service Agreement (SSA)
- Preventative Maintenance Agreements (PMA)

Please consult your regional Panametrics sales team for a customized program.

Spare parts and inventory management

Save on lead time and money with the Panametrics spare parts management and inventory program.

Scan here to learn more about our service offerings.



Extended warranty

Panametrics Care provides customers with an extended warranty, technical support and discounted services. The program can help save thousands in reduced downtime or replacement products.

Flow meter accuracy evaluations

Panametrics can evaluate all simple and complex pipe geometries and provide feedback on installation accuracy as it relates to our published specifications.

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