



Remote Service Support

PanaConnect

Advanced troubleshooting for flow meters

PanaConnect is a state-of-the-art device equipped with cellular connectivity capabilities, specifically designed to enhance field troubleshooting and minimize the need for on-site personnel. This device offers functionality that enables remote diagnostic and service support while greatly reducing impact on site operations.

- **Remote connectivity** - PanaConnect provides seamless remote connectivity, allowing for real-time troubleshooting, system monitoring, and virtual service support. This can reduce the need for frequent on-site visits and the associated costs.
- **Advanced diagnostics** - PanaConnect incorporates advanced diagnostic and reference capabilities, allowing for quick identification and analysis of issues. It empowers the customer to proactively address problems, to minimize service disruptions, and to maximize operational efficiency.
- **Cost savings** - By utilizing PanaConnect, the customer's reliance on field personnel is reduced, leading to substantial cost savings on travel, accommodations, and associated logistics.
- **Device deployment** - The Panametrics Service Team will oversee the deployment of PanaConnect and its interface with your installed Panametrics hardware. All necessary training and documentation will be provided to facilitate a smooth service event.
- **Technical support** - Remote assistance, troubleshooting guidance, and software updates will be provided by the Panametrics Service Team to ensure optimal performance of your installed Panametrics flow meter.

Frequently asked questions

Which meters can use PanaConnect?

Any Panametrics-based flow meter that is designed for Panaview or the Vitality interface.

How will PanaConnect be transported?

The Panametrics Service Team will contract with a local courier to support PanaConnect logistics.

What are the cellular limitations?

In the United States, PanaConnect can be used anywhere there is an AT&T or Verizon data signal. It can be used globally in countries with AT&T reciprocal service.

What is necessary from the end user?

The end user's technician will need to connect the communication cables and power cable (for long duration service events that will exceed the unit's battery life). A hot work permit will be needed, as our installed electronics will be open to the atmosphere. If certain conditions are found, the Panametrics Service Team may direct specific physical equipment manipulations.

What can be accomplished through PanaConnect?

The Panametrics Service Team can diagnose virtually any problem up to the point where the transducers need to be physically tested. Any known programming issue can be corrected, and transient events not easily captured by customer outputs can be monitored.

How can I get PanaConnect on site?

Various service models are available for one-time reactive or contractual mobilizations from a Panametrics Service Center, as well as contractual leases where the unit can reside at your facility. To learn more about how to have PanaConnect mobilized for use at your site, scan the QR code shown below to place a request with the Panametrics Services Team, or discuss with your Sales partner.



Scan the QR code
to learn more.

Copyright 2024 Baker Hughes Company. This material contains one or more registered trademarks of Baker Hughes Company and its subsidiaries in one or more countries. All third-party product and company names are trademarks of their respective holders.

BHYA-23009

02/2024

Baker Hughes 

panametrics.com