



Remote Service Support

PanaConnect

Advanced troubleshooting for flow meters

The PanaConnect is a state-of-the-art device equipped with remote connectivity capabilities, specifically designed to enhance field troubleshooting and minimize the need for on-site personnel. This device offers advanced functionalities that enable remote diagnostics, monitoring, and service support, ensuring swift issue resolution and minimal disruption to the customer's operations.

- **Remote connectivity** - PanaConnect allows for seamless remote connectivity, allowing for real-time troubleshooting, system monitoring, and virtual service support. This can eliminate the need for frequent on-site visits, reducing downtime and associated costs.
- **Advanced diagnostics** - PanaConnect incorporates advanced diagnostic capabilities, allowing for quick identification and analysis of issues. It empowers the customer to proactively address problems, minimizing service disruptions and maximizing operational efficiency.
- **Cost savings** - By utilizing PanaConnect, the reliance on field personnel is reduced, leading to substantial cost savings across travel expenses, accommodations, and associated logistics.
- **Device deployment** - The Panametrics Service Team will oversee the seamless deployment of PanaConnect, ensuring its integration with existing 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 installed Panametrics equipment.

 **Panametrics**

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Frequently asked questions

Which meters can use the PanaConnect?

Any Panametrics-based flow meter with a PanaView- based connection, such as all -868 meters (gas and liquid flow meters) and SEN898 meters.

- Not for use on AT600, XMT900, and XMT1000

How will the PanaConnect be transported?

The device is currently only available in the United States. It will be shipped via FedEx and will include a prepaid return label.

What are the cellular limitations?

In the United States, PanaConnect can be used anywhere there is an AT&T or Verizon data signal.

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 out 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 the 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 that 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 to the Panametrics Services Team, or discuss with your Sales partner.



Scan the QR code to learn more.



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