



CCC Aftermarket Services

For Total Train Performance



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SERVICE
CONTRACTS
OVERVIEW



CCC Service Contracts – Providing Process Owners Superior Service for Turbomachinery Optimization

CCC – Compressor Controls Corporation provides continuous support to process owners and operators throughout the plant lifecycle. With over 45 years of operational experience, CCC customers benefit from a comprehensive set of aftermarket service modules, which address emergency support, reliability and optimization.

CCC offers 11 service contract modules that can be purchased individually or as a bundle. The bundle of services can be predefined or customized to meet your specific needs from emergency response, to reliability and optimization support. The service contract can be subscribed for one or multiple years and can cover a single or multiple turbomachinery controls at your site.

Service contracts that include multiple modules and/or are subscribed for multiple years will have increasing discounts and benefits included. Service contracts that are subscribed for multiple years will also receive discounts on future spare part and field service orders.

CCC Customer Support Managers are ready to discuss and design the service contract that addresses your needs.

Service Contract Module & Bundles	Basic Support Bundle	Emergency Response Bundle	Reliability Bundle	Optimization Bundle	Custom Bundle
RMA Priority		✓	✓		
Spare Parts Management					
OnTel	✓			✓	
OnCall		✓	✓		
Preventive Maintenance			✓		
Tuning Performance Optimization				✓	
Remote Tuning Performance Analysis			✓		
Maintenance Laptop					
Online Training	✓	✓	✓	✓	
On-Site Training					
Security Update Management					

RMA Priority Module

- For control and maintenance engineers demanding a quick return of material authorized (RMA) response
- CCC provides less than 2 weeks guaranteed turnaround on failed items for all hardware in production and mature phases
- Customers optimize spare part management, relying on quick RMA processing

Spare Parts Management

- For maintenance managers and purchasing departments looking to outsource the spare parts management
- CCC stocks a list of spare parts for each plant location as agreed to in the service contract and guarantees dispatch in the same day or within 24/48 hours depending on the region
- Process plant operators will reduce local inventory and management of spare parts
- Parts are only purchased when needed

Remote Support (OnTel)

- For turbomachinery operators who need guaranteed immediate around-the-clock remote support
- CCC provides technical support within 2 hours from the initial request 24x7x365 days via phone, e-mail and remote connectivity
- Allowing customer to rely on CCC expertise to remotely analyze unplanned critical events and determine best corrective actions under emergency response

Remote Support and Emergency Dispatch (OnCall)

- For turbomachinery operators who need guaranteed immediate around-the-clock remote support and emergency dispatch of personnel to the site
- CCC provides technical support within 2 hours from the initial request 24x7x365 days via phone, e-mail and remote connectivity – a CCC field service engineer will be dispatched to the plant site within 48 hours
- Plant operators rely on CCC expertise both remotely and on site to analyze unplanned critical events and determine the best corrective actions under emergency response

Preventive Maintenance

- For turbomachinery operators to maximize equipment uptime through scheduled preventive maintenance
- CCC field service engineers perform scheduled maintenance on control system and instrumentation during online and offline operation of turbomachinery
- Plant operators maintain and maximize system and process reliability

Tuning Performance Optimization

- For turbomachinery operators who need maximum control system performance with minimal energy consumption
- CCC field service engineers perform scheduled tuning performance optimization activities during online and offline operation of turbomachinery
- Process plant operators optimize the production and energy consumption of their turbomachinery while keeping them at top performance over time and changing operating conditions

Remote Tuning Performance Analysis

- For turbomachinery operators to maximize control system performance and minimize energy consumption with remote CCC engineering expertise
- CCC field service engineers remotely review the TrainView® trends, alarms & events, then reports potential turbomachinery improvements for evaluation
- Process plant operators optimize the production and energy consumption of their turbomachinery through time and changing operating conditions, with minimum investment in a recurring remote service

Maintenance Laptop

- For turbomachinery operators who need access to CCC S3Plus and S3++ controllers not equipped with a TrainTools/TrainView® station
- CCC delivers CCC Engineering Utilities installed on a laptop or on CD for installation on a customer-sourced laptop
- Operators can easily connect, monitor, diagnose, backup and upload S3Plus and S3++ controllers

Online Training

- For turbomachinery operators who need flexibility and easy access to training for their personnel
- CCC provides one (1) free seat for the comprehensive Tier 1 Basic CCC Control Application Theory Bundle for 3 months after activation, and a 50% discount on any purchase of online training throughout the duration of the contract
- Your operators will expand their knowledge of turbomachinery controls with an easy, on-demand online training format

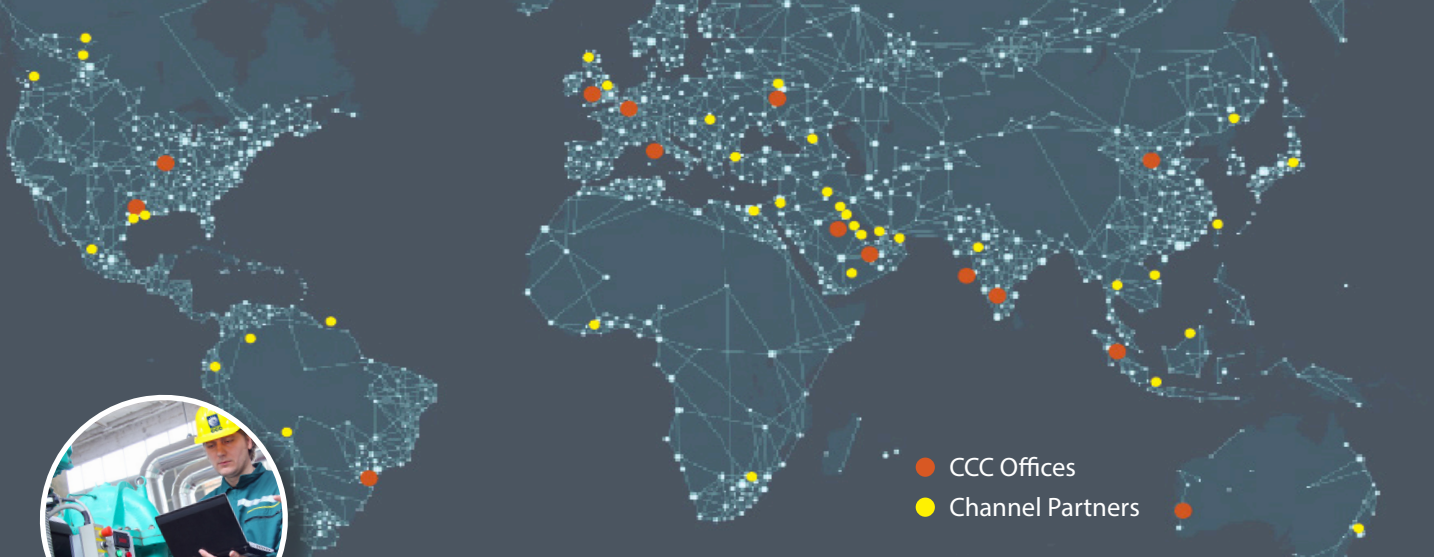
Onsite Training

- For plant managers who want to deepen their team's knowledge on turbomachinery control theory and applications specific to their site assets
- CCC provides classroom training sessions at your site, customized to your applications and control system design
- Your teams will maximize their exposure to CCC turbomachinery experts and their in-depth knowledge of optimization and controls

Security Update Management

- For IT managers and maintenance personnel who must maintain the OT system security without compromising their integrity
- CCC provides a qualified set of Windows security patches and McAfee Endpoint Security antivirus definitions in a convenient monthly deployment package along with the latest TrainTools software
- You can keep the TrainTools servers up-to-date, secure, and compliant with ease

FOR PEAK PERFORMANCE AND UPTIME – TRUST IN YOUR CCC SERVICE CONTRACTS!



CCC has strategically positioned offices in all continents, with totally more than 150 turbomachinery engineers and experts close to our customers' operational facilities for rapid deployment in case of emergency demand. CCC field service engineers have an average 12-years seniority that delivers the expertise to maintain and optimize turbomachinery control and connected process.

Contact CCC Customer Support Manager to discuss your service contract needs!

Find contact information at: www.cccglobal.com/contact-ccc/global-locations/ or complete the online form at: www.cccglobal.com/contact-ccc/ccc-optimization-expert-contact-form/

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