



CCC Service Contract

Lifecycle Performance and Maintenance Coverage

Expert Support Solutions — Customized to Your Needs

In a typical plant, one hour of downtime equals millions of dollars lost. CCC understands the costs associated with halts in production, which is why we offer ongoing lifecycle support in the form of our Service Contract.

The CCC Service Contract is backed by our decades of turbomachinery control design, engineering and commissioning experience. It grants priority access to our global network of 150+ support experts while providing you with the parts, security updates and system upgrades you need to keep your critical turbomachinery online.

Most importantly, our Service Contract is entirely customizable. Service contract modules can be purchased individually or combined to create a more comprehensive support package. Discounts and prioritized support tiers are available in all Service Contract modules, scaling up based on Service Contract length.

Base Packages

OnTel

24/7/365 support via
phone, email and Remote
Connection within two hours

OnCall

OnTel support plus expedited
in-person support dispatch
(speed and availability
based on region)

Optional Modules

✓ OnSite-PM

- Onsite preventative maintenance and turnaround support

✓ OnSite-TPO

- Onsite tuning and performance optimization support

✓ Spare Parts Management

- Analysis of site install base, creation of jointly approved recommended spare parts list and stocking of parts for faster dispatch

✓ Security Update Management

- Vetting, preparation and deployment of Windows OS and TrainTools software security updates

✓ Modernization Agreement

- Upgrade pathway for operators utilizing legacy CCC platforms

Service Contract Discounts

1 YEAR

3 YEARS

4+ YEARS

✓ Field Rates, Spare Parts,
Onsite Training

- 5%

- 10%

- Custom

Base Packages

OnTel

OnTel offers peace of mind to anyone responsible for keeping your plant up and running. This 24/7/365 support service provides a reliable link to CCC field service engineers who, within two hours, can assist with any type of emergency that affects production.

Support is available through several channels, including phone, email, and Remote Connection to a TrainView Workstation. Optionally, in-house remote support hours can also be purchased for a fixed amount of time at discounted rates.



OnCall

With OnCall, plant end users gain an additional layer of support to solve production-related issues. OnCall includes the same 24/7/365 access to CCC turbomachinery control specialists as our OnTel module, providing technical assistance within two hours by email, phone, and Remote Connection to a TrainView Workstation.

In addition to remote support, OnCall also features onsite support for issues that require a field engineer present. With the OnCall module included as part of your Service Contract, CCC guarantees dispatch of in-person support will be expedited with speed and availability varying by region.

Optional Modules

OnSite-PM

Preventative maintenance is a proven way to maximize uptime in your critical processes. Our OnSite-PM (Preventative Maintenance) module ensures this important component of system upkeep occurs at a custom interval of your choosing, providing you with more confidence in the reliability of your operation.

OnSite-PM includes system diagnostics checks, hardware replacements in duplex systems, TrainView communications testing, and more — all possible while your machines are still online. During shutdowns, CCC specialists can also perform OS updates, failed hardware replacements, and several other tasks. The full list of OnSite-PM activities is detailed in Appendix 1.

OnSite-TPO

Correct control system tuning is essential to the safe, efficient and reliable operation of your turbomachinery controls. The OnSite-TPO (Tuning and Performance Optimization) module offers CCC's expertise in this area — at your location — up to two times per year.

As part of our Tuning and Performance Optimization solution, a CCC field service engineer will interpret and analyze trends in your process controls, identifying issues in the DCS, ESD or CCC control platform before executing on the corrective actions necessary to improve operability. The full list of activities performed as part of OnSite Tuning and Performance Optimization is detailed in Appendix 1.



Spare Parts Management

Spare parts management is yet another responsibility for those leading maintenance or purchasing inside plants. CCC's Spare Parts Management module removes the burden of tracking and storing spares from these parties, instead placing our in-house specialists in charge of managing this time-consuming process.

As part of Spare Parts Management, CCC will keep spare parts for each of your plant locations and provide rapid dispatch with speed varying by region.

Security Update Management

Control system security is vital to ensuring the safety of both the equipment and the workers inside your plant. The key to steadfast protection is a system that's up to date with all the latest security patches. However, keeping up with these patches — and deploying them — can be challenging without the proper guidance, and risky if the patch somehow interferes with the operation of your system.

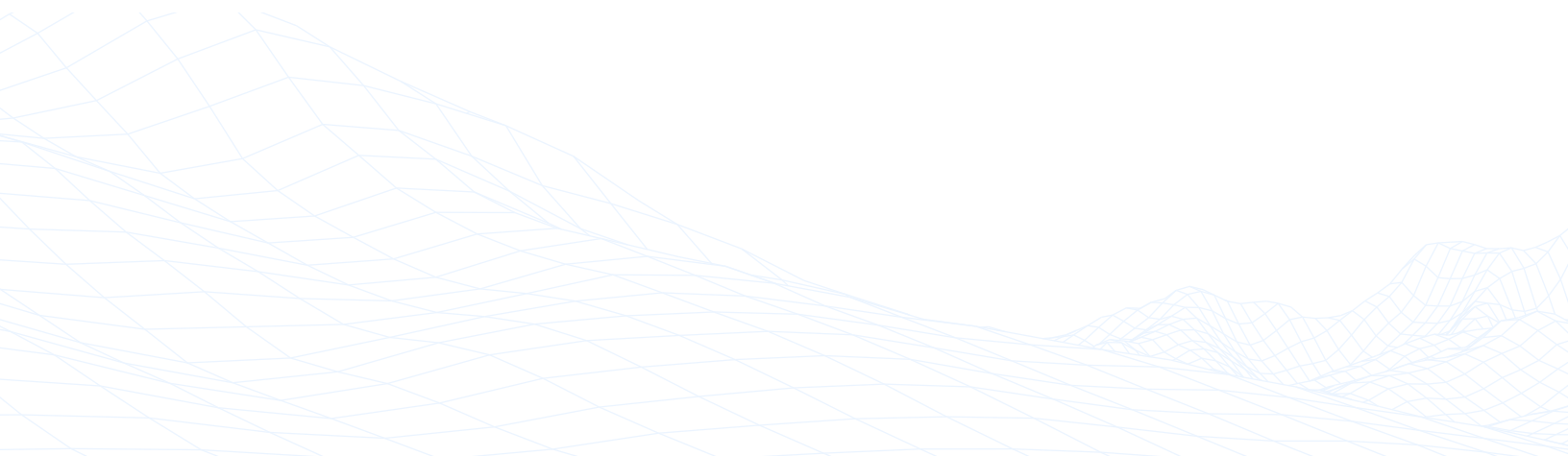
With our Security Update Management module, you can rest assured that every security patch is vetted by CCC's turbomachinery control experts. We review and qualify each patch at our headquarters using a real control system. A patch and qualification report is then submitted to our Customer Portal, where you can learn more about what the patch contains and what's required of you to install it. Finally, you can download and install the patch on your TrainTools Server with the knowledge that your system will continue to operate as intended.

Modernization Agreement

CCC control systems are known for their reliability and longevity. Many customers are still operating legacy control systems that are outside of lifecycle support and do not have a clear plan on migrating to the latest platform. This puts operators at risk of significant downtime and upgrade costs should a major issue with the system occur.

Our Modernization Agreement, primarily for Series 3Plus installations, was built to address the above situation. It provides a clear pathway toward upgrading your Series 3Plus system to a Series 3++, along with the support and engineering expertise you need to ensure a smooth transition. Combined with your base Service Contract, consisting of either OnTel or OnCall, CCC can provide you with pre-scheduled preventative maintenance days to help keep your original Series 3 system online. In addition, CCC includes engineering assistance in the form of a Series 3++ parameter conversion, complete documentation, a free Engineering Utilities license, and 10% discounts on hardware, field visits, and training.

With the Modernization Agreement, CCC helps get a plan in place to avoid the heavy impacts of emergency maintenance and upgrade costs.



Appendix 1

OnSite-PM

	MACHINE ONLINE	MACHINE OFFLINE
✓ Preventative Maintenance	<ul style="list-style-type: none"> Alarms/Events Check System Errors Check Hardware Replacement (Duplex Systems) Power Supply Voltage Checks Spare Parts Inventory Check Communications Check (Serial, OPC) TrainView Communication Check Time Synchronization Check IO Signal Quality Check PC TrainTools Diagnostic Export Configuration Backup 	<p>All ONLINE activities, plus:</p> <ul style="list-style-type: none"> OS Update Failed Hardware Replacement Power Supply Replacement Grounding Test Transmitter Check Antisurge Valve Stroke Test

OnSite-TPO

	MACHINE ONLINE	MACHINE OFFLINE
✓ Tuning Performance Optimization	<ul style="list-style-type: none"> Review of TrainView Trends Review of Critical Events (Recycle Trips, Safety On, Shutdown) Review of Manual Operation Review of Transmitter Input Signal Quality and Noise Levels Review of Actuator Performance Review of Control Quality for Each Control and Limit Loop System Voltage Check Identification of Potential Configuration and Tuning Improvements TrainView Archive Export (Full Archive) Configuration Backup 	<p>All ONLINE activities, plus:</p> <ul style="list-style-type: none"> Transmitter Check Antisurge Valve Stroke Test Cybersecurity Test <p>At Startup:</p> <ul style="list-style-type: none"> Overspeed Test Recycle Trip Test Surge Test Fine Tuning of Primary Loops, Limit Loops, Decoupling, Load-Sharing/Load-Balancing



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