



## EQUIPMENT AND AUTOMATION SERVICE PACKAGES

**Primetals Technologies have designed, built and commissioned both steel and aluminium flat product production lines worldwide. Our company can support clients in achieving continuous production from commissioning and through the lifecycle of the plant, with minimal down time.**

**Metallurgical Services provide long term service support and become your service partner, maximising the utilisation of your installed equipment and systems.**

**As a world leading supplier of complex automation systems to the metals industries, we can call upon vast resources and knowledge to offer solutions on any aspect of your control systems. With many years of system and process development behind us, we have the expertise and people to harness the full potential of your operation right from the outset.**

### **YOUR CHALLENGE**

As a plant operator, you strive to improve availability, lengthen equipment service life and assure the quality of your finished product for your customer. Your mill equipment and control software benefits from frequent scheduled maintenance visits and with the flexibility to design a service contract to suit your requirements, you expect piece of mind from a trusted partner.



Plate Mill

### **OUR SOLUTION**

A scheduled service agreement with Primetals Technologies offers a process whereby all the equipment and its relevant systems are kept in ideal working condition, which improves product reliability and equipment service life. In addition training of your employees ensures that as a long term partner, we support you with future requirements.



Mulpic® Cooling Technology



Termination Panel

### SCHEDULED CUSTOMER SITE SUPPORT

Primetals Technologies can provide a comprehensive site support team, with a service agreement tailor made to meet your ongoing concerns.

### TECHNICAL DISCIPLINES

- TCS
- Level 1
- Level 2
- Mulpic® cooling technology
- Process
- Mechanical (Mill & Shear lines)
- Fluids

### REMOTE AUTOMATION SUPPORT

Primetals Technologies can offer a remote automation support service which would help the customer’s technical personnel to identify and resolve operational problems of the control systems, including assisting the customer when breakdowns have occurred. This service provides 24/7 technical cover to the customer.

### AN AUTOMATION SUPPORT CONTRACT CAN BE TAILORED TO YOUR NEEDS INCLUDING

- Remote Support
- 24 hour emergency assistance
- Annual site visits
- Expert advice on process know-how
- Training packages
- Discounted spares

A support contract provides the reassurance that in the event of a problem, Primetals Technologies can respond quickly and efficiently. Our standard support contract is renewable on an annual basis, however we can offer a longer-term contract to enable future planning of maintenance schedules.

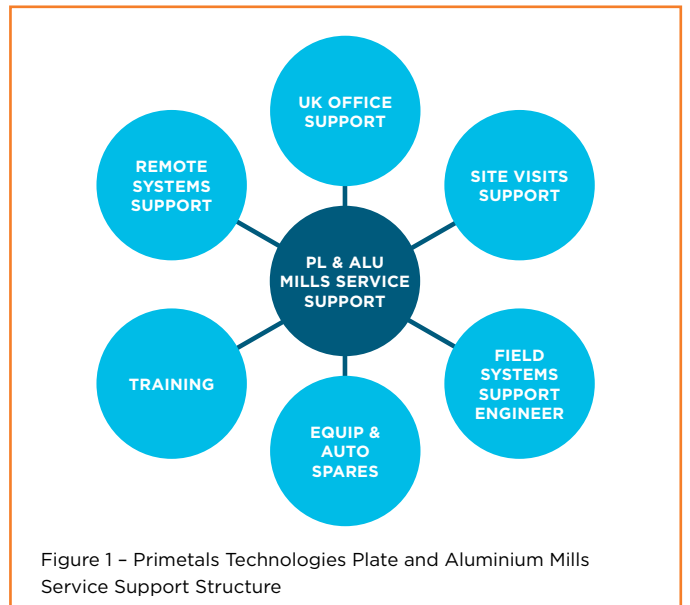


Figure 1 – Primetals Technologies Plate and Aluminium Mills Service Support Structure

### ADVANTAGES OF EQUIPMENT AND AUTOMATION SERVICE PACKAGES

- Plant reliability is improved which increases the potential for additional production
- Equipment service life is improved which can provide lower operating costs
- Specific training for maintenance teams, to develop and enhance the knowledge and skills of your employees
- Improvements to Key Performance Indicators (Thickness, Shape, Temperature, Width) (KPI's) when compared against the original performance guarantees
- Better control of maintenance costs

**Primetals Technologies Limited**  
A joint venture of Mitsubishi Heavy Industries and partners

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