

Leave your gas detection to the experts

# Detector

And your environment is safe



Lifecycle service

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# Description

Lifecycle service allows for long-term, real-time financial planning and frees up the company's resources so that it can focus on its core areas of operation. In its lifecycle service, Detector Oy invests in high-quality products and services and pledges to operate in accordance with the principles of sustainable development by providing safe, environmentally-friendly products.

Detector's lifecycle service guarantees a reliable, cost-effective entity, which includes:

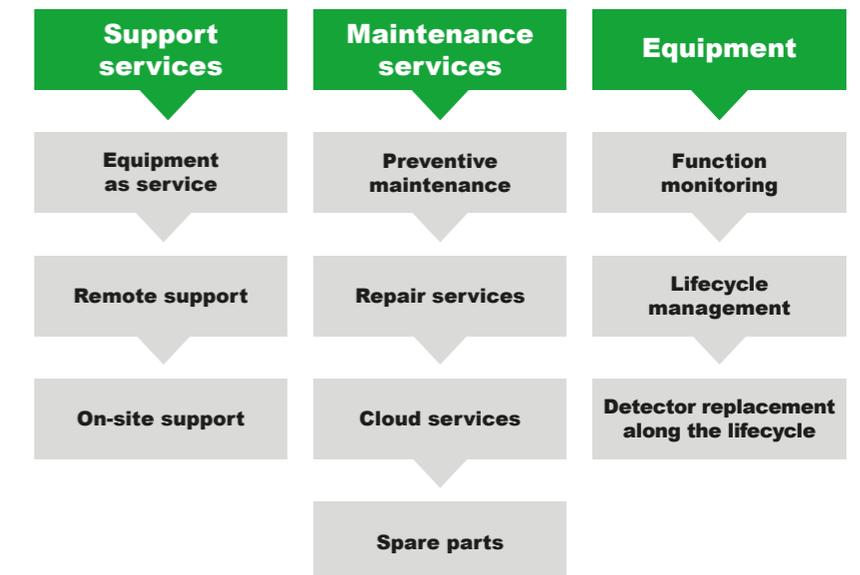
- **the best** possible gas detection solution for a site
- **a design**, in which the expertise and views of both parties are taken into consideration
- **commissioning** and a commissioning inspection
- **training** in connection with commissioning
- **gas detection system** preventive maintenance quickly and cost-effectively under agreement
- **regular** calibration and testing with certified test gases
- **gas detection system** repair service calls under agreement
- **gas detector** replacement along the product lifecycle (incl. spare parts)
- **software updates**
- **gas detection controller** component updates along the product lifecycle
- **support services**
- **comprehensive** reporting, documentation and equipment register maintenance
- **recycling** of removed parts and equipment, taking environmental issues into consideration



Our expertise ensures that dealing with us will be an easy, convenient experience. We are responsible for gas detection systems as a whole throughout their lifecycle, thus freeing a company's resources so that it can focus on its core areas of operation.

We assign a contact person to each site to make transactions as smooth as possible. The technical contact person is familiar with your operating environment and oversees the delivery, function and maintenance of your equipment. The agreement contact person is responsible for ensuring the proper function of the lifecycle service in every area of operation.

Service process, service management and ensuring the function of products and services



# Services



## Equipment as service

All site gas detection equipment can be included in the lifecycle service. We chart the customer's needs on-site, working in co-operation with the customer and taking the site requirements into consideration.

If you are using equipment from other manufacturers, we will replace them with products from our own line, as needed.

Products are updated and replaced under a mutual agreement in order to ensure smooth spare parts delivery and a seamless service response.

The function and maintenance of equipment are ensured throughout its lifecycle. Agreements are renegotiated well before their expiration.



### Remote support

**The purpose** of remote support is to augment and promote smooth service and ensure detection equipment function in order to guarantee safety.

**We offer** remote support every weekday from 8:00am to 4:00pm. Experts can be reached on our technical hotline.

**A contact person** assigned by Detector will maintain regular contact with you for the entire duration of the agreement period.



### On-site support

**On-site support** involves the repair and updating of equipment on the customer's premises in cases where remote support is inadequate.

# Maintenance services

Detector Oy has the industry's most comprehensive service network in Finland. We ensure the optimal function of our products throughout their lifecycle. We also perform comprehensive maintenance on the equipment of other manufacturers.



## Equipment

We offer high-quality, durable Finnish equipment

### Preventive maintenance

Detector Oy's preventive maintenance service performs regularly scheduled maintenance on gas detector equipments as follows:

- **We inspect** the function and calibration of the equipment and, if necessary, repair and replace parts and equipment that are faulty or at the end of their lifecycle
- **We inspect** local alarms and other types of alarms and controls
- **After performing** the necessary maintenance, we will send you calibration and inspection reports

### Repair services

- **In the event** of an equipment fault, Detector Oy's repair service will make the necessary repairs with a fast service response
- **After repairs** have been completed, we will send you a report specifying the cause of the fault, the repairs made and any instructions for follow-up procedures
- **Thanks to our** in-house production, we can guarantee a fast repair service response
- **Repairs** can also, in most cases, be made on the equipment of other manufacturers

### Cloud services

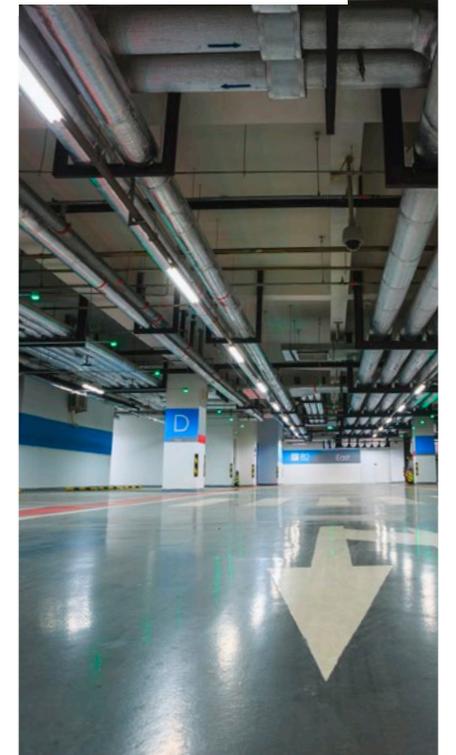
- **If necessary**, Detector Oy will grant you access to the cloud service, where you can easily find inspection reports, various guidelines and documents
- **Remote monitoring** is possible through the cloud service

### Function monitoring

- **Detector Oy** is responsible for the function of your equipment throughout its lifecycle
- **Our certified** operating system ensures high-quality products and services
- **A separate** agreement can be made for real-time (24/7) remote monitoring

### Lifecycle management

- **We are responsible** for the replacement, function and preventive lifecycle management of equipment under agreement
- **We guarantee** the necessary expertise for the equipment under agreement
- **We ensure**, that the equipment meets all application regulations and laws



# Response times

## Service times and service response times

Service hours are between 8:00am and 4:00pm. However, all repair work begun will be completed even if this requires working outside normal service hours. Expanded service hours can also be negotiated separately.

The service provider will begin determining the malfunction or fault as follows:

Response time	Response time
<b>Critical</b>	<b>1 hour</b>
<b>Serious</b>	<b>3,5 hours</b>
<b>Low</b>	<b>1 day</b>

The degree of criticality is jointly defined on a case by case basis.

**TARGET LEVEL:**  
We will deal with 90% of all reported faults within two (2) weekdays



## Other items of note



The following may be agreed upon separately:

- **Expansion** of the gas detection system
- **The need for/purchase** of portable gas detectors and their preventive maintenance and repair
- **Fault notifications** caused by weather phenomena
- **Additional training**
- **Other services** related to gas detection

The servicing of cable faults and other faults that are not caused by Detector Oy equipment will be invoiced as extra work.

Only Detector and partners authorised by it are permitted to perform maintenance and repair work on the equipment as well as make changes to installations and documentation.

# Carefree safety

# Detector

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Reliable  
Partner

