



Automation | Valves | Measurement | Process Control



Measurement Instrumentation

Truck Unloading Hardware and Software

Preventative Maintenance Agreement

Our truck unloading maintenance program will help you to realize the full benefits of your system.

Spartan is driven to help to optimize your processes and improve your bottom line with our superior products and services.

Benefits

- ✓ Preventative maintenance services provided by our certified, factory-trained technicians will help to optimize system performance and minimize facility downtime.
- ✓ Technicians can protect and extend the life cycle of our hardware by identifying component or environmental problems early that may effect future system operations. They can also identify system performance problems that may affect the ongoing accuracy of the system's volume and water cut readings.
- ✓ By receiving priority access to software hot fixes, service technicians and our hot spare inventory, you will be minimizing potential downtime periods.
- ✓ The additional reporting tools provided under our maintenance program will assist in providing you with the required documentation during AER Directive 17 audits.
- ✓ In addition to a significant discount in our truck unloading hourly rates, under the maintenance program you will be entitled to free emergency support services that may help in determining a resolution to the problem and in turn help to avoid unnecessary chargeable field service visits.

Planned Preventive Maintenance

Service



A Spartan measurement instrumentation technician is available to carry out preventative maintenance, calibrations and health check-ups on the Customer's truck unloading system.

Savings



Under a maintenance agreement, the Customer receives a preferred rate of 25% off standard truck unloading and hourly service rates for all planned or demand services. This service is offered at a time, expense and material basis.

Value



Planned preventative maintenance minimizes system downtime with periodic health checkups. The technicians can protect and extend equipment life by identifying problems early that may affect future system operation.

They can also identify system performance problems that may affect the ongoing measurement accuracy. Small inaccuracies or performance problems may result in significant costs. A properly maintained truck unloading system will help to prevent system downtime, well operator challenges due to inaccurate cuts and potential accounting or battery proration problems.

Service Details



This service includes inspection, adjustment, calibration, cleaning, testing and repair or replacement of the truck unloading systems equipment supplied by Spartan Controls.

Spartan will endeavor to schedule and perform quarterly or semi annual site visit maintenance, which includes travel time to site and vehicle mileage charges.

Quarterly or Semi Annual Maintenance:

- Review of truck unloading event and alarm log files
- Inspect file management and database management
- Inspect 8 scan data ticket files to ensure the health of riser specific instrumentation and software performance
- Backup the customer configuration and database to the Spartan Customer Profile Database
- Record any hardware or software changes to the Spartan Customer Profile Database
- Install required hot fixes to the software
- Check and clean the RTU and panel of dust and debris as necessary
- Ensure a complete backup of the configuration and database resides on a USB drive for recovery purposes
- Check modbus network communication health status
- Calibration of all water cut equipment i.e. Ametek Drexelbrook and Phase Dynamics
- Run a meter verification on all applicable Micro Motion meters
- Address any ongoing operator concerns

Customer Responsibilities



The customer shall be responsible for making the system available for the Spartan technician at the scheduled time for the planned maintenance visits. On scheduled site visits, a truck must be available to unload sales spec oil through each emulsion riser and water through each water riser.

The customer is asked to provide spares or consumable materials necessary to replace worn, unserviceable, or faulty items or Spartan Controls can provide them at an additional cost.

If assistance is required within the framework of this service, please contact us at **+1 (780) 468-5463**. Please mention that the costs need to be charged under the preferred rates contained within the agreement.

Scheduling



Spartan Controls will schedule quarterly remote access maintenance and semi-annual planned preventative maintenance visits, at the mutual convenience of both the Customer and Spartan.

If requested the semi-annual visits may be scheduled after regular work hours to ensure minimal interference with plant operations. Required exceptions will be accommodated on a case-by-case basis.

Additional Costs



Travel time, mileage, lodging and meals will be charged as per the current demand rate sheet.

Software Maintenance and Emergency Services

Service



This software service provides you access to reporting and verification tools that are otherwise inaccessible. It will ensure that you have the latest software upgrades. The emergency services provide you with priority access to phone support, 24/7 demand services and our customer hot spare inventory.

Cost



The cost for this service is a flat rate per truck unloading system of \$1,500/year.

Value



By obtaining the latest software fixes and upgrades, the truck unloading system performance and reliability will be improved. The provided reporting tools can assist during ERCB auditing or meter proving processes. These tools may also be used to maximize profitability when buying or selling oil based on product density or to minimize well density sampling costs.

Priority privileges to service technician scheduling and our truck unloading hot spare inventory will minimize downtime in critical circumstances.

Software Maintenance Details



The software hot fixes, updates and configuration changes will be implemented during the scheduled or demand maintenance provided by a certified Spartan Controls technician and will be charged at the preferred hourly rate.

Truck Unloading Software Upgrades



This provides the latest software releases of the truck unloading software to be implemented during semi-annual service trips. It ensures the Customer receives priority support as necessary during new software updates or configuration implementation.

Examples of updates may include the latest API calculations, AutoComp algorithms and measurement processing structures.

Hardware Migration



This provides support to migrate the truck unloading software to a future hardware platform.

Emergency Service Details



This after-hours service provides the Customer with prompt emergency service for unexpected events and assistance in system correction. Expert answers and advice are provided by telephone and, in some situations, may eliminate the need for on-site service. Calls are usually answered by a support technician immediately, but in some instances, the caller is asked to leave a message that will be returned within an hour.

Phone Support



Our 24/7 technical telephone support service provides timely access to expert advice from a Spartan truck unloading technician to help keep the system running and to potentially avoid the need for a site visit. Spartan Controls technicians can answer technical questions, diagnose system problems, and provide skilled advice over the phone as needed.

Customer Requirements



If assistance is required, please contact us at **+1 (780) 468-5463** for this service. Please be prepared to provide an explanation of the system problem and as many details as possible.

Contract Terms



The terms of this contract are valid for one year from the date of purchase. Support service will be provided as requested by an authorized customer employee or a representative of the customer only. The terms of this contract will be renegotiated at the start of every new service year.



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Call us today or request a quote online!

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