



SERVICE CONTRACTS

Direct access to technical experts for your turbomachinery control needs

Maximize the ROI of your ECT system

Energy Control Technologies (ECT) wants to ensure your installed assets are running safely, optimally, and as designed. Our goal is to minimize your plant's production downtime while maximizing your company's profitability.

ECT's Service Contract support will give you priority access to technical experts when needed. Our service contracts are fully customizable. We will work with you to develop a support plan that is tailored to your specific needs and budget.

Our service contracts are supported by our team of expert turbomachinery control engineers averaging 25 years of experience in turbomachinery control systems, and by a company that is dedicated to developing innovative

Benefits

Technical Office Support

- Access to experts during business hours
- Assist with any technical questions and data analysis

24x7 Remote Support Hotline

- One number to call
- 24x7 emergency support hotline
- Guaranteed access to technical expert within 2 hours

On-Site Health Check

- Review alarms
- Review installed equipment
- Discuss operational issues with operators

Emergency On-Site Support

- Emergency callout
- Guaranteed dispatch within 48 hours⁽¹⁾

4-Tiered Service Model

CallPAC and SitePAC customized support levels are designed to maximize your investment over the life cycle of your assets. You will have access to our technical experts when the unexpected happens. Our annual on-site health check will supplement your maintenance activities and ensure your assets are performing at their best. CallPAC and SitePAC members also receive exclusive member rates on services, a significant saving compared to our standard rates.

Features	CallPAC	CallPAC	SitePAC	SitePAC
	Essential	Premium	Essential	Premium
Technical Office Support - Access to experts during business hours for non-emergency support - Support is available over the phone, email or remote connection	●	●	●	●
24x7 Emergency Support Hotline - One number to call for support around the clock - Guaranteed access to technical support engineer within 2 hours for any emergency		●	●	●
On-Site Health Check - Annual detailed analysis of the installed system ⇒ Review alarms ⇒ Review installed equipment ⇒ Capture data ⇒ Conduct training if requested ⇒ Provide report			●	●
Emergency On-Site Support - Guaranteed field engineer dispatch within 48 hours for emergency ⁽¹⁾				●

⁽¹⁾ Subject to flight availability and visa approval

Contact Us

ECT is committed to providing the best turbomachinery control solution and service throughout your turbomachinery control system lifecycle. ECT service contracts will give you priority access to our global technical experts.

ECT has been in business for over 16 years with over 1,000 successful turbomachinery control system installations worldwide.

To find your local ECT contact, please visit ectpac.com/contact



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