

Analysis that **empowers**

SERVOMEX 4 a **spectris** company

Welcome to Issue 4 of our

Service Product Guide

Your quide to the Servomex Service Network that supports global customer processes

Global expertise Delivered locally





James Gravestock President of Servomex

Service plays an essential role in Servomex's gas analysis expertise. Our Analyzers and Systems are designed to meet the precise process requirements of every customer, and the same is true of our service support.

We supply an extensive range of service products, backed by deep applications knowledge, that support the optimum performance of our analyzers and systems. Our global network of engineers delivers the expertise your product needs, wherever it's needed.

We believe that service should cover the entire life of your analyzer. That's why our experts can be present from day one, commissioning, setting up, and calibrating your new instrument for optimum performance.

Commissioning gives your analyzer the best start, while a planned maintenance schedule helps to ensure that it continues to operate efficiently and accurately throughout its life cycle. We also provide easy access to the spares you need, with rapid dispatch and expert advice on

what to keep stocked, for minimal downtime.

Servomex operates regional service centres around the world - including our latest facility in Korea – allowing our experienced engineers to provide a rapid response, covering all maintenance needs from routine servicing to emergency repairs or replacement.

We can also deliver training for your staff to ensure you get the most from your gas analyzer, and provide remote support options when expert help is required.

Meet the team

You can find out more about our service products, and how they support your analyzers, in this new edition of our Service Product

Guide. It's a comprehensive guide to keeping your process running at top performance, including recommended service options for each of our analyzers.

See how the Servomex Service Network can be tailored to your unique needs, and get in touch with our team if you want to learn more.

Find out more about our customized service support at servomex.com/service



Mark Calvert Global Head of Service & Systems

mcalvert@servomex.com

Mark is responsible for service globally, driving improvement and efficiencies within the team to provide better, faster service to our customers. He ensures the team remains focused on planned maintenance and fast response times to ensure maximum analyzer uptime and greater customer satisfaction.

Wherever you are, we're ready to help, with remote or on-site support overseen by our regional leaders:



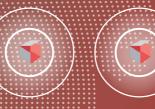
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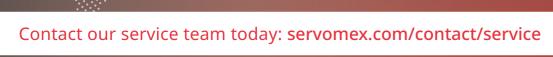
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Our service product range

Whatever your service needs, Servomex Service Network has the solution. Through our network of mobile engineers and service centres, we deliver Servomex expertise directly to your plant.

Find out more at: servomex.com/service



Uptime+ Service Plan

A modular solution for your unique needs

Based upon the modular service contracts, Uptime+ Service Plan delivers benefits from start-up to decommissioning, supported by our expert team.

We help ensure optimum performance for the entire product lifecycle, enabling you to safeguard your process and empowering you to overcome the application challenges you face, while relying on Servomex expertise.

Our experts consult with you to determine what you need to meet your goals, and use that information to recommend a tailor-made support package based on the specific demands of your applications.



Features and benefits

- A start-to-finish customized service to match your process
- Enhanced productivity
- Peace of mind with Servomex experts taking care of your measurements



Factory Acceptance Testing

Ensure your system meets specifications

For maximum peace of mind, a Factory Acceptance Test (FAT) ensures your gas analysis system will arrive ready to operate according to your exact specifications.

Performed at one of our regional service centres, in collaboration with your own staff, the FAT is an extensive testing process that allows any issues to be identified and corrected prior to shipping to your site.

Designed to cover system builds, it is also beneficial for large-scale analyzer projects. A successful FAT means that when the system arrives on your site, it can be installed and ready to operate quickly.



Features and benefits

- The system performance you're expecting
- Ready to deliver the results you need from day one
- A chance to resolve unforeseen issues
- Opportunity to consult with our expert systems team



Commissioning

Optimum performance from the outset

Correctly installing and configuring your gas analyzer ensures it delivers the expected performance from day one, meeting safety, compliance, and operational needs. Commissioning makes certain that systems and components are designed, installed, tested, operated, and maintained according to requirements.

Our highly trained team provides a fast, seamless, and comprehensive commissioning service that delivers optimum performance and peace of mind.

Servomex commissioning ensures the analyzer meets process requirements, avoiding the dangers of compromised plant safety, and qualifies the analyzer for an additional six-month warranty period.



Features and benefits

- Fast, seamless commissioning service
- Trained Servomex engineers
- Ensures optimum performance
- Qualifies analyzers for six months additional warranty



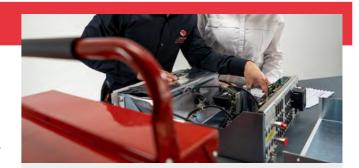
Training

Sharing our gas analysis expertise

Providing your on-site user and maintenance teams with full training on the relevant analyzers supports long-term reliability and maximum performance.

Our customized training programs ensure teams can get the most from their equipment. They range from basic user training through to providing an advanced understanding of the measurement technology used, or diagnostic and maintenance capabilities.

Courses are run by experienced, highly qualified specialists, who review specific requirements to create a program that combines classroom and hands-on workshops at the customer's preferred location.



Features and benefits

- In-depth systems training
- Covers all key Servomex analyzers
- Presented by Servomex experts
- Given at our global training centres or on-site



Spares

Maintain your process uptime

Access to the right spare parts and consumables at the right time is critical to maintaining plant operations and safeguarding productivity.

With our global sales and distribution network, Servomex can supply high-quality, authorized parts wherever and whenever you need them. Every Servomex spare part is precision-made to the highest specifications, with

a no-compromise approach to quality.

Comprehensive factory-authorized spares packages are available for our analyzers, each customized to exact requirements, with all the parts needed for quick and easy component replacement. Our global team is on hand to assist in selecting the right part for your analyzer, further reducing downtime.



Features and benefits

- Factory-authorized replacement parts
- Fully tested spares kits
- Ready for fast shipping
- Recommended reserve packs available



Uptime+ Service Contract

Designed to safeguard and optimize your process

Supporting your process needs from basic to complex operations, Uptime+ Service Contract delivers maximized uptime and performance across the active lifespan of your analytical system.

With three levels of support, each service delivers the essential benefits you need for your process. It puts your process needs first, empowering you to overcome the application challenges you face and helping to ensure you can achieve your targets.

Our expert team helps you define your requirements, then guides you to select the service and level of support you require, ensuring you only pay for what you need.



Features and benefits

- A modular service solution
- Reduced downtime
- Maintain optimum measurement accuracy
- Keep your key assets up to date

P4 P5

Our service product range

Whatever your service needs, Servomex Service Network has the solution. Through our network of mobile engineers and service centres, we deliver Servomex expertise directly to your plant.



On-site Service Support

Our expertise delivered direct to you

From urgent assistance with an emergency to scheduled maintenance visits, on-site service support from our expert team helps keep plants and processes running efficiently.

Our service engineers are the heart of the Servomex Service Network, and are based around the globe to deliver rapid support for any plant's on-site analyzer and system requirements.

These skilled product specialists are fully qualified and equipped with the necessary spares for all servicing requirements, from commissioning to maintenance and repair. On-site support means that even when plants are run remotely or with minimal staff, the gas analyzers remain supported, for complete peace of mind.



Features and benefits

- Skilled product specialists
- Highly experienced experts
- Covers all operational and maintenance needs
- Locally based for fast response



Service Centre Support

Expert support close to your plant

Developing proactive maintenance programs will sustain the life of your analyzer, preventing risk of failures. However, when problems do occur, it is essential to get the analyzer up and running again as quickly as possible.

That's why we operate a global network of state-of-the-art service centres, located close to customers and ready to receive analyzers for repair, preventative maintenance, and upgrades.

A dedicated in-house co-ordination team works closely with our experienced repair engineers to provide a streamlined, hassle-free service at each centre. They co-ordinate with local couriers to ensure the fastest possible

turnaround and minimal process downtime.



Features and benefits

- Full range of services
- Regional support
- Cost-effective repairs, no compromise in quality
- Dedicated in-house team



Continued measurement availability

Servomex analyzers are available for hire, whenever you need them. Source a temporary replacement analyzer for your system quickly, with complete confidence that it will operate correctly and integrate easily.

Short and long-term agreements can be made, ensuring businesses receive the latest product technology, maintained to the highest standards and upgraded to the latest specifications.

If the efficiency, quality, and safety of your process depend on a Servomex analyzer but that device needs servicing or repairs, a rental agreement is a valuable solution. It ensures a like-for-like replacement, configured to your specifications, that keeps your process running with minimal disruption.



Features and benefits

- A full range of analyzers to meet your requirements
- Equipment maintained to specification
- Expertise on hand to assist
- Fast delivery



Ensure optimum analyzer performance

Keeping on top of the operational efficiency of your analyzer can be difficult and time-consuming. An expert engineer will carry out a thorough evaluation and review of your plant's analyzers and sample system.

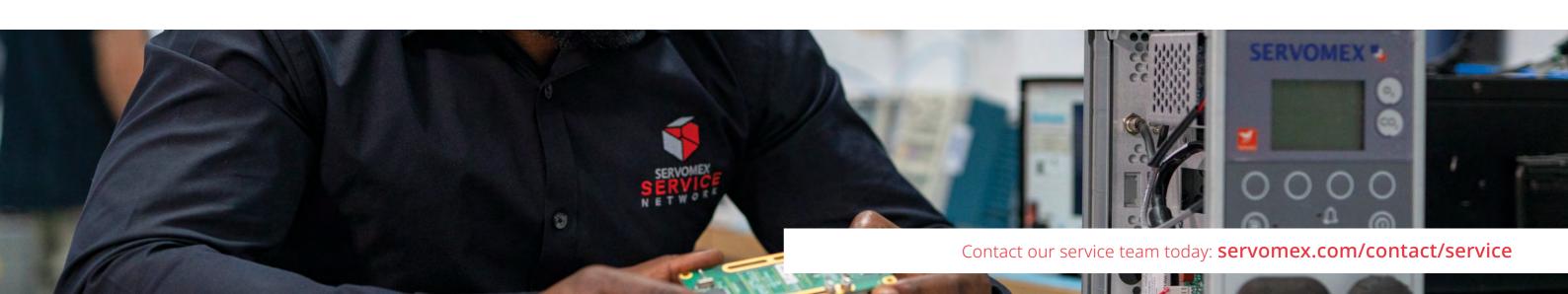
Carried out on-site, this provides unmatched protection for your investment in gas analysis systems, and verifies that the instrument is performing within specifications. Operators can then be confident that measurements are accurate and the quality of results is not compromised.

A health check allows for a more proactive approach to analyzer maintenance, detecting performance anomalies before they become costly problems, and avoiding downtime caused by unscheduled repairs.



Features and benefits

- Quality assurance of instrument performance
- Increased reliability and trustworthy results
- Expert maintenance plans
- Avoids unscheduled repairs



Recommended service chart

SERVOTOUGH	Uptime+ Service Plan	Factory Acceptance Testing	Commissioning	Training	Spares
Oxy 1900		Pass			6 °
OxyExact 2200					60
SpectraExact 2500		Pass			60
FluegasExact 2700					60
Laser 3 Plus series					60

SERVOPRO	Uptime+ Service Plan	Factory Acceptance Testing	Commissioning	Training	Spares
MonoExact DF150E	©		&		600
MonoExact DF310E			®		©
MultiExact 4100			®		©
MultiExact 4200	©		®		©
4900 Multigas					©
Plasma			®		(o°
FID					©
Chroma			®		©
NanoChrome	©	(RSS)			6 °
NanoTrace Df-550E	©		®		©
DF-700 series	©				©
NanoChrome ULTRA			®		©
NanoTrace DF-560E ULTRA					©
NanoTrace DF-750 ULTRA	©		®		©
NanoTrace DF-760E ULTRA	©	(ASE)			600

SERVOFLEX	Uptime+ Service Plan	Factory Acceptance Testing	Commissioning	Training	Spares
Micro i.s. 5100					600
MiniMP 5200					6 0
MiniHD 5200					©

This table outlines our suggested service support for each of our products. However, all our service products are available for every Servomex analyzer and system – contact your nearest service centre to learn more.

Uptime+ Service Contract	On-site Service Support	Service Centre Support	Rentals	Health Check	PAGE
	※			(a)	11
	※			(a)	11
	※			(a)	11
	※				12
	※				12

Uptime+ Service Contract	On-site Service Support	Service Centre Support	Rentals	Health Check	PAGE
	※				14
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Uptime+ Service Contract	On-site Service Support	Service Centre Support	Rentals	Health Check	PAGE
				(a)	23
				Ô	23
				Ô	23

Want to view our services online?

Visit servomex.com/service



SERVOTOUGH Oxy 1900

Support your critical processes with regular servicing

Operating in hazardous areas, this Paramagnetic oxygen analyzer frequently serves in critical processes where optimum uptime is essential. Because of the challenging environments, regular servicing and calibration is recommended to assure reliable accuracy.



Maintenance requirements

- Periodic calibrations on zero and span to ensure measurement accuracy
- Flow alarm calibration validation as required
- Perform compensated pressure calibration checks as required
- Test all relays and 4-20mA outputs, making adjustments as required



Hazardous area

Download the spares brochure



SERVOTOUGH OxyExact 2200

Hazardous area

Ensure ongoing safety and control for your process

This rugged, high-specification process oxygen analyzer is frequently used in safety and process control applications, typically in challenging environments. It requires periodic calibration checks to ensure ongoing accuracy and reliability.



Maintenance requirements

- Periodic calibrations on zero and span to ensure measurement accuracy
- Flow alarm calibration validation as required
- Perform compensated pressure calibration checks as required
- Test all relays and 4-20mA outputs, making adjustments as required



Download the spares brochure



SERVOTOUGH SpectraExact 2500

Hazardous area

Rugged photometric gas analyzer for demanding process applications

Delivering flexible gas analysis capability for continually flammable sample streams, this robust photometric analyzer requires regular checks and parts replacement for continued reliable operation.



Maintenance requirements

- Perform annual service. calibration and validation
- Check diagnostics and condition of cell windows, source voltage, detector, etc
- Replace scrubbers and seals as required
- Periodically replace chopper motor, source and detector to achieve maximum performance and uptime



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Ensure continued high-performance combustion analysis

Constantly exposed to high-temperature conditions, this advanced combustion flue gas analyzer needs regular checks and preventative maintenance to ensure the highest accuracy and optimum uptime.



Maintenance requirements

- Perform annual service, calibration and validation
- Check diagnostics, condition, and performance of analyzer
- Carry out preventative maintenance, replacing cells, aspirator, filters and probes as required



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SERVOTOUGH Laser 3 Plus series

Hazardous area

Regular maintenance for maximum operation

Annual preventative maintenance is a basic requirement for this range of Tunable Diode Laser analyzers. There is a need to validate the measurement and purge flow, check components, and possibly replace parts. It may be necessary occasionally to remove the analyzer from the process and recalibrate.







Maintenance requirements

- Annual preventative maintenance is a basic requirement
- Perform measurement validation and check status history
- Validate the purge flows, health of windows and overall alignment of the analyzer to achieve maximum uptime and measurement accuracy

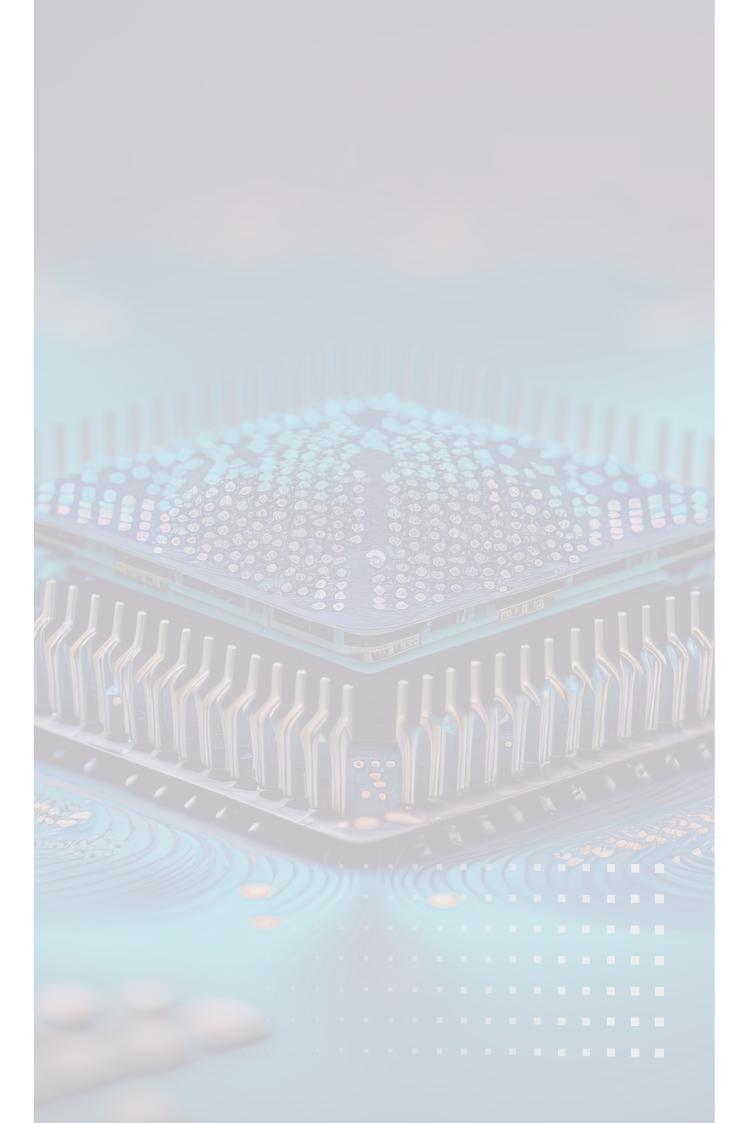


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Safe

SERVOPRO

SERVOPRO MonoExact DF150E

Safe area

Coulometric measurements assured by regular service

Exposure to dry gas for an extended period extracts water from the sensor, so this oxygen analyzer's Coulometric sensor electrolyte must be replenished regularly to ensure optimum performance and long-term reliability.



Maintenance requirements

- Routine preventative maintenance adding, replenishment solution to the electrolyte as required to maintain optimum performance and long-term reliability
- Perform periodic span calibration/ validation to ensure measurement
- Review zero and span reference values for quality of calibration

Suggested products

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SERVOPRO MonoExact DF310E

Safe area

Routine maintenance ensures high-quality performance

This digital oxygen analyzer's Coulometric sensor requires regular addition of replenishment solution to the electrolyte in order to deliver continued reliability and accuracy. Span calibration and validation is also needed as an accuracy check.



Maintenance requirements

- Routine preventative maintenance adding, replenishment solution to the electrolyte as required to maintain optimum performance and long-term reliability
- Perform periodic span calibration/ validation to ensure measurement
- Review zero and span reference values for quality of calibration

Suggested products







Download the spares brochure



SERVOPRO MultiExact 4100

Safe area

Multi-gas analysis requires multiple service actions

Capable of being configured with a range of sensors, this analyzer requires annual calibration and validation, plus the regular replacement of consumables. Routine planned maintenance after three and five years ensures optimum performance and reduced downtime.



P14

Maintenance requirements

- Annual calibration and validation
- Pressure compensation (O₂ purity)
- Record and analyze diagnostics to predict failures early
- Yearly replacement of consumables
- Routine planned maintenance at years three and five to ensure optimum performance and reduced downtime

Suggested products



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SERVOPRO MultiExact 4200

Maintain your multi-gas analysis with service support

This high-performance multi-gas analyzer should receive regular planned maintenance to ensure peak performance and minimal downtime. Annual calibration and validation, regular parts replacement, and servicing after three and five years are recommended.



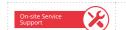
Maintenance requirements

- Annual calibration and validation
- Record and analyze diagnostics to predict failures early
- Yearly replacement of consumables
- Routine planned maintenance at years three and five to ensure optimum performance and reduced downtime

Suggested products



Safe area



SERVOPRO 4900 Multigas

Safe area

Diagnose problems early to ensure optimum uptime

Any potential issues with this continuous emissions monitoring systems analyzer can be predicted early by recording and analyzing diagnostics. For reliable operation, consumables such as sample, fan, and sintered filters should be replaced annually, along with calibration, validation, and pressure compensation.



Maintenance requirements

- Annual calibration and validation
- Record and analyze diagnostics to predict failures early
- Annual replacement of consumables
- Routine planned maintenance at years three and five to ensure optimum performance and reduced downtime

Suggested products

Download the spares brochure



SERVOPRO Plasma

Safe area

Regular checks stop problems before they occur

Annual calibration and diagnostic analysis will ensure optimum performance from this accurate and highly stable analyzer. To predict future problems, regular checks of zero, span, and flow counts are recommended, plus a flow leak check, along with routine planned servicing.



Maintenance requirements

- Perform annual calibration
- Record and analyze diagnostics (zero and span cell counts, flow counts, flow leak check) to predict failures early
- Routine planned maintenance at years two, four, and five to ensure optimum performance and reduced downtime



Download the spares brochure



Get continued accuracy with expert calibration Maintena

Annual analyzer calibration will ensure the continued accurate performance of these Flame Ionization Detector analyzers. The zero and span counts must be checked for gain, and then adjusted to offset this.

Maintenance requirements

- Annual calibration
- Check zero and span counts, gain and offset
- Adjust as required to guarantee instrument accuracy

Suggested products Uptime+ Service Plan Spares Uptime+ Service Contracts On-site Service On-site Service

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Safe area

SERVOPRO **Chroma**

Planned service activity to

Our versatile trace gas analyzer offers superior performance when supported by annual maintenance including calibration, measurement validation, and tuning. Column regeneration should be carried out each year, with fans and

support performance

filters cleaned regularly.



Maintenance requirements

- Perform annual calibration and tuning
- Record and analyze diagnostics to predict failures early
- Regenerate columns and retune yearly
- Routine planned maintenance at years two, four, and five to ensure optimum performance and reduced downtime

Suggested products





Download

the spares

brochure



SERVOPRO NanoChrome

Safe area

Planned maintenance for reliably accurate performance

This ultra-trace purity monitor requires annual tuning to ensure high accuracy, along with fan and filter cleaning. Measurements should be calibrated and validated, while diagnostics can be checked to determine any developing issues.



Maintenance requirements

- Perform annual calibration and tuning
- Record and analyze diagnostics to predict failures early
- Regenerate columns and retune yearly
- Routine planned maintenance at years two, four, and five to ensure optimum performance and reduced downtime

Suggested products



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SERVOPRO NanoTrace DF-550E

Optimum performance and reduced downtime

To ensure continued high performance from this oxygen analyzer's Coulometric sensor, annual calibration is recommended, and the electrolyte solution needs replenishing. Validation of the primary and secondary electrode measurements helps predict failures early.



Maintenance requirements

- Perform annual calibration
- Record and analyze diagnostics (primary and secondary electrode measurements) to predict failures early
- Routine planned maintenance at year three to ensure optimum performance and reduced downtime

Suggested products







Safe area

Download the spares brochure



SERVOPRO **DF-700 series**

Safe area

High-accuracy performance with minimal maintenance

Annual diagnostics analysis ensures this low-maintenance Laser Moisture analyzer maintains its uptime with no unexpected failures. Optional parts – such as a zero gas purifier and pump, may need replacement at regular intervals.



Maintenance requirements

- Record and analyze diagnostics to predict failures early
- Routine planned maintenance at years two, three, and four to ensure optimum performance and reduced downtime

Suggested products



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SERVOPRO NanoChrome ULTRA

Safe area

Ensure superior performance for years to come

Annual calibration, measurement validation, and tuning keep this industry-leading ultra-trace gas analyzer at peak performance. Fans and filters should be cleaned regularly, while diagnostics should be checked to detect any developing issues.



Maintenance requirements

- Perform annual calibration and tuning
- Record and analyze diagnostics to predict failures early
- Regenerate columns and retune yearly
- Routine planned maintenance at years two, four, and five to ensure optimum performance and reduced downtime

Suggested products







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SERVOPRO NanoTrace DF-560E ULTRA

Safe area

Validated accuracy for industry-best O₂ analysis

Annual calibration and regular replenishment of the Coulometric sensor's electrolyte solution ensures this analyzer continues to deliver industry-leading ultra-trace oxygen measurements. Planned maintenance supports maximum uptime.



Maintenance requirements

- Perform annual calibration
- Record and analyze diagnostics (primary and secondary electrode measurements) to predict failures early
- Routine planned maintenance at year three to ensure optimum performance and reduced downtime



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SERVOPRO NanoTrace DF-750 ULTRA

Safe area

Minimal maintenance that assures performance

This analyzer uses non-depleting Laser Moisture sensing technology, for low maintenance and only annual diagnostics checks. If optional components such as a pump or zero gas purifier are fitted, they may need occasional replacement.



Maintenance requirements

- Record and analyze diagnostics to predict failures early
- Routine planned maintenance at years two, three, and four to ensure optimum performance and reduced downtime



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SERVOPRO NanoTrace DF-760E ULTRA

Safe area

Expert support that ensures high-quality dual analysis

Using both a Coulometric and Laser Moisture sensor, this dual O_2 / moisture analyzer requires annual calibration of its O_2 sensor, along with regular replenishment of the sensor solution. Diagnostics analysis assures performance of the moisture sensor.



Maintenance requirements

- Perform annual calibration (O₂ only, not for H₂O)
- Record and analyze diagnostics (primary and secondary electrode measurements) to predict failures early
- Routine planned maintenance at years two, three, and four to ensure optimum performance and reduced downtime



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Servomex Group Ltd

Has been awarded an Ecovadis gold medal for its sustainability practices.

Find out more: servomex.com/sustainability

We analyze change, so you can make it happen

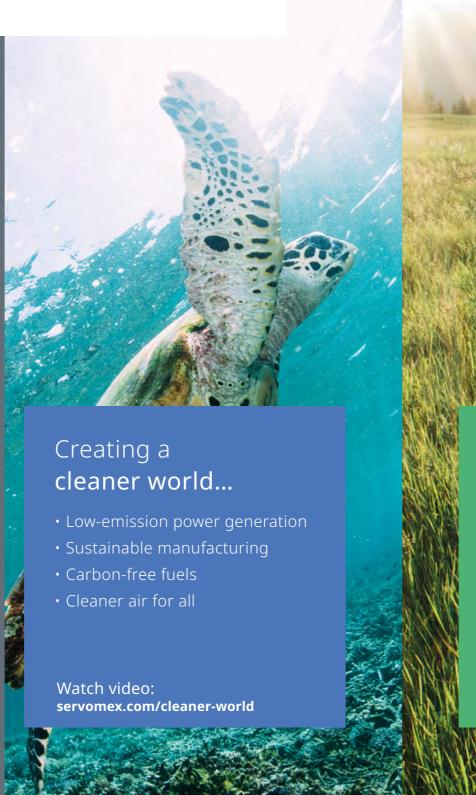
Servomex helps businesses worldwide to achieve a new level of accuracy in their operations.

Our expertise empowers them to make more informed decisions, transform their processes, and make a meaningful impact.

Our global mission is to enable change through advanced gas analysis. We want to help you build a better world: one that's cleaner, healthier, and more productive.

Analysis that **empowers**

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a spectris company



Ensuring a healthier world...

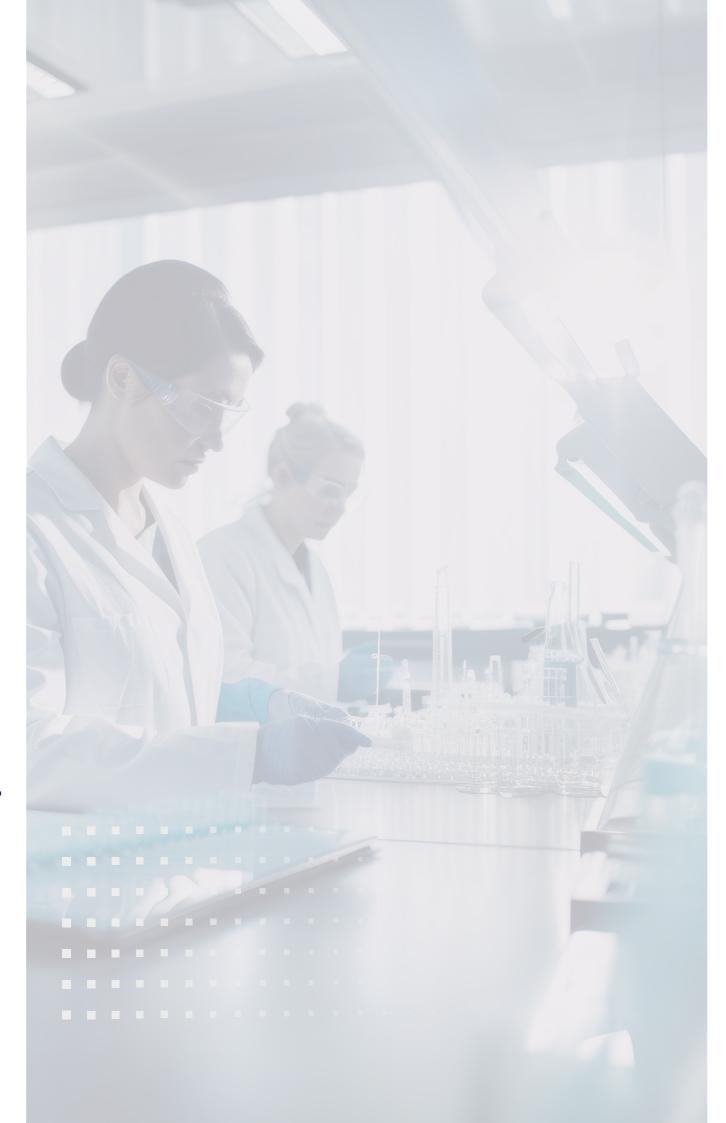
- Safer processes, plants, and workplaces
- Secure, scalable systems
- High-purity medical oxygen
- Better healthcare

Watch video: servomex.com/healthier-world

Innovating a more **productive world...**

- Faster, leading-edge technology
- More efficient use of resources
- Improved laboratory research
- Higher-quality chemical products

Watch video: servomex.com/more-productive-world



SERVOFLEX Micro i.s. 5100

Portables

Portable reliability assured by calibration

This portable oxygen analyzer requires periodic zero and span calibrations to ensure measurement accuracy. Flow alarm calibration validation and compensated pressure calibration checks should be carried out as required, along with testing of relay and 4-20mA outputs.



Maintenance requirements

- Periodic calibrations on zero and span to ensure measurement accuracy
- Perform compensated pressure calibration checks as required
- Check and replace internal filter
- Check and replace probe filter if fitted



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SERVOFLEX MiniMP 5200

Portables

Validate your portable analyzer performance

Offering measurements of oxygen and carbon dioxide, this benchtop analyzer requires annual calibration checks and the testing of all outputs.
Regular filter checks and replacement are also highly recommended to ensure peak performance.



Maintenance requirements

- Periodic calibrations on zero and span to ensure measurement accuracy
- Test all 4-20mA outputs, making adjustments as required
 Check and replace internal filter

as required



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SERVOFLEX MiniHD 5200

Portables

Maintain reliable gas analysis in the field

This rugged, heavy-duty analyzer should be tested regularly to ensure it delivers the expected high performance. Annual calibration checks and filter replacements are all recommended to maintain accuracy and reliability.



Maintenance requirements

- Periodic calibrations on zero and span to ensure measurement accuracy
- Check and replace internal filter as required



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