



# SMART ACCESS

## System Support Management Services

Your plant recognizes that boiler cleanliness has the largest single impact on plant performance of any operating variable and has therefore made a substantial investment in SMART Controls®.

Now it's your job to ensure that the investment continues to make returns. To assist you in this effort, Clyde Bergemann offers several tiers of technical support designed to:

- Avoid system downtime
- Prevent catastrophic events
- Ensure system optimization

### **TIER 1 Support – Standard**

Tier 1 program is designed for technical support and it provides you with 5 X 8 access to our control technical support team at standard rates. This support is available using telephone/email communications. Optional remote troubleshooting, monitoring and tuning services are available upon request. Response guaranteed within 1 business day.

### **TIER 2 Support**

Tier 2 program is designed for intermittent technical support and it provides you with 5 X 8 access to our control technical support team at discounted prepaid rates. Once an account is established, by calling our systems support hotline (877-299-8524), you will be in contact with our technical support staff within 4 hours of your call during normal business hours. This support is available using telephone/email communications.

### **TIER 3 Support**

Tier 3 support is designed for customers that depend more frequently on Clyde Bergemann's expertise, not only for technical support by telephone/email but also for trouble-shooting by remote log-in. Clyde Bergemann technical experts are available 7 X 24 with a guaranteed response time of 2 hours during normal business hours and 8 hours response time at nights, on weekends and holidays. Your customized support contract will cover the specific equipment and systems for which support is needed including: SMART Controls™ for sootblowers and for SMART Cannons™. Associated services include a dial-up or a VPN connection to SMART Controls™ HMI terminal, enabling remote diagnostic services.

### **Tier 4 Support**

Tier 4 support provides the highest level of support available. This program is designed geared more towards ISB projects where multiple modules of SMART Controls™ are involved for boiler's peak performance. Clyde Bergemann technical experts are available





# SMART ACCESS Remote Monitoring & Diagnostics for SMART Controls®

7 X 24 with a guaranteed response time of 1 hour during normal business hours and 4 hours response time at nights, on weekends and holidays. Your customized support contract will cover the specific equipment and systems for which support is needed including SMART Controls™ for sootblowers and for SMART Cannon™. Associated services include a dial-up or a VPN connection to SMART Controls™ HMI terminal, enabling remote diagnostic services.

### Option: Performance Monitoring and Tuning Support

This optional support is designed for those plants or fleets of plants desiring the highest level of system

optimization. The fixed-fee performance support program extends the Tier 3 & 4 support program, adding bi-weekly remote monitoring and diagnostics.

Through remote monitoring, our performance engineers continually optimize plant performance by adjusting myriad system settings and parameters, and monitor favorable impacts on plant performance. This ensures that individual cleaning events meet plant objectives such as load, heat rate, boiler efficiency, tube life, emissions, etc. Monthly reports summarize the status and highlight performance improvements.

SMART Access Features					
Service/Feature	Tier 1 Support	Tier 2 Support	Tier 3 Support	Tier 4 Support	Optional Performance Tuning
Telephone consultation	X	X	X	X	X
Remote log-in & troubleshooting			X	X	X
Early access to future upgrades			X	X	X
Fee waived for attendance at annual ISB symposiums			X	X	X
Response time (hrs): normal workday	8	4	2	1	
Response time (hrs): after-hours, weekend & holiday	NBD	NBD	8	4	
Monthly performance report					X
Remote monitoring					Fixed-frequency
Remote diagnostics			As required	As required	Fixed-frequency

### Notes:

- 1.) For PLC systems which do not incorporate a PC HMI client is required to install an ethernet modem in order to utilize the remote logging or troubleshooting service.
- 2.) To utilize the remote logging and/or troubleshooting service client is required to provide either VPN or phone line access.



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QUALITY MANAGEMENT SYSTEM  
CERTIFIED BY DNV

ISO 9001:2008

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