

Consulting Services Agreement - CSA

Comprehensive aftermarket support,
ensuring the life of measurement
systems and equipment



Introduction

TechnipFMC is a global leader in measurement and flow integrity solutions, providing the most accurate and reliable performance for mission-critical inventory transactions. We provide full integration, automation, and remote monitoring of smart flow measurements from the field operations level, to global control and integration with our clients' ERP.

In our current business environment, there is an even stronger focus on increasing uptime, decreasing risk, and driving cost efficiency.

We are committed to our clients' economic and operational future and by building stable, long-term partnerships founded on trust and our extensive expertise drawn from over 75 years experience, we provide aftermarket services across the entire lifecycle of our measurement systems and equipment.

Through our consulting services agreement, we work with our clients to ensure the proper management and maintenance of their measurement systems and equipment which reduces maintenance, increases reliability, and ensures accuracy and regulatory compliance. Even the smallest change in accuracy can make the difference between profitability and disaster.

Our approach allows clients to tailor our offering to fit their individual needs, regardless of manufacturer.



Services

Flexible support, 24 hours a day, 365 days a year

Site installation, supervision, and commissioning

We cover every aspect of installation support and start-up so that systems are optimized and become fully operational in the shortest possible time.

Preventative maintenance, audits and condition-based maintenance

We help clients take a preventative approach by continually monitoring measurement equipment condition to determine requirements.

Multi-level remote support and systems supervision

From simple call-in or email support to remote diagnostics and trouble-shooting.

On-site operational support

Field Service Technicians are available to visit client sites for general operational support, trouble shooting, upgrades, on-the-job training for site personnel, component repair, and spare parts assistance. We also offer full-time, on-site measurement system support for clients who wish to outsource their entire metering system operation and maintenance allowing them to tap into an international pool of measurement specialists to handle their metering needs.

Technical Phone Support

Our Field Service Response Centers are available 24/7 for general product inquiries and system operation support. Dedicated support via phone or email for equipment configuration testing is offered in blocks of purchased hours or quarterly, bi-yearly, and yearly contracts.

Customer training

We deliver practical hands-on training using state of the art simulation systems for operators and engineers. Clients can choose from specific on-site classes to Best Measurement Practices Seminars and class-based training based at our test centers.

Spare parts inventory management services

We help clients effectively match supply and demand to help reduce costs associated with ensuring reduced downtime, carrying excess inventory, and reducing obsolete equipment.

Consulting services

Our engineers and measurement specialists visit client sites to provide unbiased advice, design and engineering for installations, upgrades, and potential improvements.

Systems modification and upgrades

We make sure that clients have the appropriate technology and efficient systems for reliability and regulatory compliance.

Remanufactured equipment

We operate an equipment buy-back service for Smith Meter equipment. This approach helps clients upgrade technology without getting stuck with unwanted spares. All bought back equipment is remanufactured to near new condition.

Benefits

- ▶ Reduce the cost of maintenance, uncertainty, downtime, non-compliance, and ownership.
- ▶ A flexible approach that can be tailored to your requirements
- ▶ In-depth knowledge of worldwide applications and local regulations



TechnipFMC Flow Research and Test Center

Products and systems

Our solutions benefit our clients by increasing equipment up-time, eliminating product losses, and providing cost effective solutions for future upgrade and expansion because of our compatible system interface and multi-platform support. The Consulting Services Agreement approach covers the following equipment and software:

- ▶ Smith Meter PD meters
- ▶ Ultrasonic meters
- ▶ ISO 17025 Flow Research and Test Center
- ▶ Metering and proving systems
- ▶ Truck and railcar unloading skids
- ▶ Load rack loading skids
- ▶ Accuload and microLoad presets
- ▶ Prime 4 and Genesis PD meters
- ▶ 210 preset valves and strainers
- ▶ Biofuel blending skids
- ▶ Terminal automation systems (FUEL-FACS+ and UCOS)
- ▶ Sening tank truck products

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