

Filtration Products

# Eaton's ReactoGard product line, Filtration Field Service for international oil & gas

Eaton Filtration Field Service offers support of the ReactoGard product line:

**Onsite commissioning support, product support and troubleshooting support.**

During the Field Service visit the Field Service Specialist can provide the following:

- 1 Assist end user with proper initial start-up and commissioning activities.**
- 2 Assist end user with automation and controls related to Eaton products.**
- 3 Confirm all diverter and backwash instrumentation are functioning correctly and make any adjustments if necessary.**
- 4 Confirm all diverter and backwash mechanical components are functioning correctly and make corrections if necessary.**
- 5 Lead troubleshooting of complete or partial circuit, evaluate current performance and then identify and lead corrections.**
- 6 Proper operation, troubleshooting and repair training for Operations, Maintenance, Planners, Engineering, Management, and/or Eaton Agents.**
- 7 Collaborate to build proper maintenance schedules based on time, usage, or events.**
- 8 Eaton Filtration Field Service Engineers have extensive experience in industry including instrumentation, pneumatics, hydraulics, mechanical, rigging and lifting operations and can provide basic to advanced training.**
- 9 Provide guidance to use best rigging and lifting practices to ensure the long life and performance of components.**
- 10 All information related to the circuit will be documented and retained for possible future support.**
- 11 Lead or support trouble shooting of Eaton and non-Eaton products and circuits.**
- 12 Collaboration with an Eaton Field Service Engineer can include full remote support of the Eaton Filtration Engineering Teams.**



**For service call 800-656-3344**

## Service rates

Eaton's Filtration Division helps companies improve product quality, increase manufacturing efficiency, protect employees and equipment, and meet sustainability goals. Field services include maintenance, emergency response, startup and commissioning, acceptance testing, troubleshooting, and repair.

## Minimum billing

Technicians and Field Service Specialists are billed at an 8-hour minimum for travel and services performed for travel.

## Filtration service specialist

Complex filtration startup and commissioning, system troubleshooting, filtration system setting and testing, maintenance, and repair work.

## Filtration/automation specialist

Filtration system automation and system integration. Work with customer logic platform to coordinate automated filtration systems.

## Firm fixed price

Options for pricing a contract on a firm fixed basis are available on project basis.

## Time classifications

An emergency surcharge of 25% may apply to work not previously scheduled at least 5 working days before commencement.

## Other rates

Contract labor/authorized service provider: Will be billed at current local rates, plus a handling charge for any subsequent days; geographical restrictions may apply

- **Environmental:** Regulatory compliance fees will be charged where applicable.
- **Off-site services:** The off-site labor hours required to perform the requested services will be billed at applicable rates. These hours may include job preparation, project management, design services, report writing, preassembly, and other services as appropriate.
- **Hawaii and Alaska:** For work performed in Hawaii and Alaska, add 15% to each applicable rate classification.
- **International airfare** will be priced at actual airfare cost plus 25% handling charge.

## Terms

Payment terms: Net 30 days  
Eaton Terms & Conditions apply  
Quote Validity: 30 days from issue date

## Purchase orders issued to

Eaton Filtration LLC  
28203 Network PI  
Chicago, IL 60673-1282

Eaton reserves the right to partial invoice based on progressive work scope and material delivery.

For contractual information, please refer to Eaton's standard Terms and Condition of Sales.

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