

Technical Services



PCME offers industry leading expertise to customers and partners through a comprehensive range of technical support services, training packages and a 'knowledge transfer' approach. Our aim is to provide expert advice and support to aid you in meeting your specific particulate monitoring challenges, from initial consultation and product selection through to life-cycle support services and tailored maintenance programs. The demands of meeting Environmental regulatory compliance, process control and optimisation, plus corporate social responsibility needs, each present unique demands on particulate monitoring. Our Technical Support Services Team bring experience from a wide range of industry sectors and process applications, thus ensuring that systems are set-up, operated and maintained to maximise performance and functionality for their intended purpose. PCME's range of Technical Services also enable Environment Agency regulated processes that are subject to the Operator Monitoring Assessment (OMA) scheme to maintain or improve their scoring through having formal and service maintenance contracts to ensure that calibration and maintenance is carried out at the correct time. Our service packages also help ensure Part A2 and Part B processes meet their permit requirements with regard to maintaining their monitoring systems.

Scheduled and Responsive Service Visits

All particulate emission monitors require regular servicing and maintenance to ensure that they provide the best level of performance. To ensure that the sensors continue to perform correctly, PCME provides a range of Routine Service and Maintenance packages to suit the needs of both you and your PCME system.

Annual Service Visit

Scheduled Annual Service Visits can be arranged each year in turn or be contracted into a two or three year programme. In each service visit the PCME Engineer will undertake a full system service and inspection, including cleaning and will assess whether your instrument is performing correctly.

Customers wishing to include repair cover for faulty instruments will need to upgrade to a full Service Contract.

Annual Return to Base

PCME offers an Annual Return to Base Service for operators using Dust Gross Filter Failure Detectors or other systems in use in cases where removal of the sensor from the stack for a short period is non-critical. Sensors and control units are returned to PCME for a comprehensive in-house inspection and service, performing cleaning and repairs where required.

The contract can be expanded to include instrument cover and repair of faulty electronic components if required.

Breakdown Response

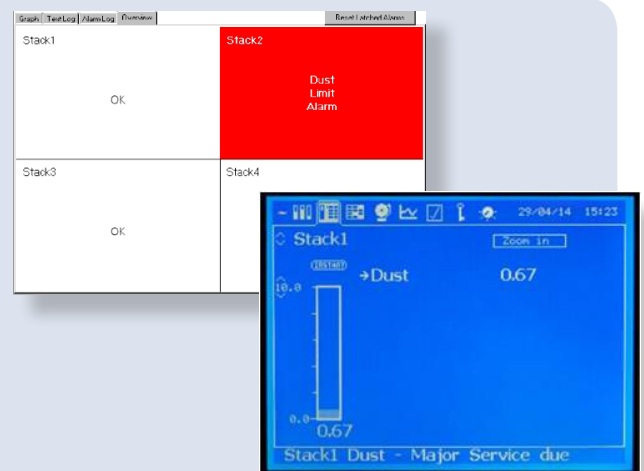
In the event that a fault develops on an instrument not covered by an existing service contract, PCME Breakdown Response Services ensure that your dust monitoring system's down-time is minimised and the system is thoroughly inspected and tested to diagnose and eliminate any potential causes of faults. Repairs are always conducted on site whenever possible, with the PCME Engineer attending the site as soon as is practicably possible.

Alarm Setting

For customers with Gross Filter Failure (designed to detect a defined increase in emissions) or Filter Leak Monitors (provide qualitative monitoring of mg/m^3), in addition to their basic filter monitoring functions, it is often necessary that alarm levels are set to site-specific requirements, such as emission limit values. In order to carry out the required alarm setting, it is necessary to reference the sensor against isokinetic emission test results. PCME are able to offer various levels of service specifically aimed at this tier of the market. Many dust monitors of this nature will often not have data logging capabilities and thus it is necessary for the PCME Engineer to be present at the time of sampling for data collection purposes. Typically, this will be combined with the initial service visit prior to the emission testing.

Alarm Setting Service

The Alarm Setting Service option provides both the PCME service visit support and the required isokinetic emission testing (via our network of trained, independent MCERTS Approved test houses). PCME will typically enter a nominal alarm set point based upon expected emission test results and then return to site to adjust upon receipt of the results, as required.



Alarm and Warning notifications on PC software and Multi-controller

Alarm Setting Assist

The Alarm Setting Assist option is equivalent to the full Alarm Setting Service, yet aimed at customers preferring to organise their own isokinetic sampling. PCME will liaise with the client to ensure that their preferred sampling team undertake suitable and sufficient emission testing.

Calibration Services

Effective calibration of your quantitative measurement system is vital so as to ensure that it provides accurate and meaningful data. PCME has extensive experience assisting operators meet their compliance monitoring and reporting requirements, where understanding that successful calibration does not simply involve isokinetic testing. Effective calibration is achieved through a combination of procedures and PCME has produced several levels of service to our clients. Our calibration services follow a seven-staged process which starts with a full system functionality test, using PCME's audit units. All calibration work performed by PCME is undertaken in accordance with the latest regulations, guidance documents (calibrations compliant with RM-QG-06) and standards to give the best possible service. Where required, PCME can utilise the services of our trained, yet independent MCERTS Accredited test houses for the provision of the required isokinetic sampling to achieve a complete service. Alternatively PCME can work with you and your preferred supplier and provide guidance to ensure that the correct scope of sampling is achieved. In all instances, it is vital that a full service inspection visit on the system is undertaken prior to any sampling.

A summary of the differing levels of calibration services is provided below:

Calibration Service Basic

The Basic Calibration service involves an initial and comprehensive service visit by a PCME Engineer to ensure that the system is performing correctly. Subsequent emission testing is undertaken via our approved sampling teams, in accordance with a scope of work that is application specific. Subsequent review of the test results and the instrument data is undertaken by PCME to determine a new Calibration Factor. A return visit is then carried out by the PCME Engineer to input the new Factor including any final system checks. A PCME Calibration Certificate will be provided when all stages have been successfully completed.

Calibration Service Standard

In addition to the Basic Annual Calibration Service, the Standard Service includes an additional 6 month inspection and data review visit by a PCME service engineer, to provide further assurance in the calibration process.

Calibration Service Tailored

PCME offer fully tailored Annual Calibration Services to meet specific customer requirements, such as the inclusion of additional emission testing for compliance purposes. Please contact PCME to discuss your tailored Calibration Service solution.

Calibration Assist Basic

The Basic Annual Calibration Assist service is aimed at customers preferring to organise their own isokinetic sampling, where instrument calibration is required but it is not necessary to have supporting calibration certification. Prior to isokinetic sampling, a PCME Service Engineer conducts comprehensive functionality and system checks. PCME then issue calibration factor(s) after receiving isokinetic sampling and instrument average data from the end user.

Calibration Assist Standard

The Standard Annual Calibration Assist service offers an additional calibration factor setup visit by a PCME service engineer, with the issuance of Calibration Certification (where applicable), over the scope of the Assist Basic service. With both the Standard and Basic Annual Calibration services, isokinetic sampling is arranged in consultation with PCME.

Assist Tailored

PCME offer fully tailored Annual Calibration Assist services to meet specific customer requirements. Please contact PCME to discuss your tailored Calibration Assist solution.



Configuration / Referencing Services

Annual Configuration / Referencing Service

PCME Configuration / Referencing Services are designed for operators requiring reliable and representative indicative trending data from their dust monitors, without the need for calibrated, quantitative measurement, yet still need to have alarm levels set for plant-specific requirements, such as emission limit value alarm levels. The approach to Configuration / Referencing is similar to that for full calibration, in that an initial PCME service and maintenance inspection visit is required. This is then followed by isokinetic emission testing and adjustment of the alarm levels (without entering a calibration factor) to meet site-specific requirements based on sampling results and the instrument response during tests..

PCME are pleased to offer various Configuration and Referencing services, as outlined below:

Configuration / Referencing Service Standard

The Standard Configuration / Referencing Service includes an initial service visit by a PCME Engineer, followed by isokinetic sampling via our network of trained, independent MCERTS Accredited test houses, utilising current Standard Reference Method sampling techniques. PCME will review all of the subsequent test data and return to site to enter the new Configuration / Referencing settings and undertake final system checks. PCME will then issue Configuration / Referencing Certificates upon completion of the work.

Configuration / Referencing Service Assist Service

The Annual Configuration / Referencing Assist service is aimed at customers preferring to organise separate isokinetic sampling. The scope of work is essentially equivalent to that of the Configuration / Referencing Service Standard, with customers providing PCME with all test data for assessment and review.

Configuration Tailored

PCME offer a fully tailored Annual Configuration Service to meet specific customer requirements. Please contact PCME to discuss your tailored Configuration Service solution.

Service Support Contracts

Annual Service Support Contracts

PCME Annual Service Support contracts offer a proactive, comprehensive and planned approach to servicing, giving you the long-term assurance of scheduled service visits, with PCME service engineers on call for emergencies as required. Our range of service contracts cover preventative maintenance, calibration, extended warranty and rapid breakdown response, with three levels of Annual Service Support contracts designed for operators requiring differing levels of support: *Basic, Standard, and Tailored*:



Service Support Contract Basic

The Basic Annual Service Support contract offers a 5 working day emergency callout response time with a scheduled annual service visit. PCME service engineers will conduct a system-wide service inspection, sensor cleaning and maintenance checks and a full instrument download and interrogation (where applicable). Replacement of faulty electronic components is also included giving you added peace of mind.

Service Support Contract Standard

The Standard Annual Service Support expands on the Basic contract to include an annual sensor calibration (or configuration / referencing or alarm-setting, as required) including a 2 working day emergency callout response time. A total of three scheduled visits will be undertaken by the sampling team for calibration purposes. This complete service package is also inclusive of all electrical parts and labour.

Service Support Contract Tailored

PCME offer fully tailored Annual Service Support contracts to meet specific customer requirements and can include emission testing for compliance requirements, additional service visits or calibrations, or whatever the site requires. Please contact PCME to discuss your tailored Service Support solution.

Setup Packages

PCME offers a full range of Setup Packages, bringing extensive experience from a wide variety of installation and commissioning projects and a thorough knowledge of the practical issues that can arise. Whether your PCME particulate monitoring system is intended to ensure legislative compliance or provide filter performance monitoring and process feedback, our setup packages are designed to enable you to obtain maximum functionality and benefit from your system from day one. Our independent installation teams are fully trained and approved by PCME. Commissioning of new systems can be undertaken by our team of Service Engineers to ensure that the system is performing correctly. Calibration and Referencing is provided via independent MCERTS Accredited sampling houses via the most current Standard Reference methods (SRMs) such as BS 13284-1 and BS 9096, with documented and traceable procedures. PCME Calibration and Referencing services are in full compliance with the most recent advice from the Environment Agency (e.g. RM-QG-06).

Four levels of services are offered to suit operators requiring different levels of support:

Basic

The Basic Setup Package delivers system commissioning and certification where PCME equipment is already installed by a third party and isokinetic sampling is arranged separately (where required). Initial configuration and calibration of the PCME system will define the benefits derived for the plant operator, and is therefore conducted with close consultation between you and PCME to maximise system functionality for the particular application. PCME service engineers conduct a comprehensive installation review and inspection. The setup process is completed with final commissioning and certification during a follow-up service visit.

Standard

In addition to the features of the Basic Setup Package, the Standard Package includes on-site system appreciation training, and an additional 6 months service inspection visit and data review visit by a PCME Service Engineer. The Standard Setup Package offers an increased level of post-installation support to both familiarise you with your PCME system and review performance and data after significant operation time.

Premier

Our Premier Setup Package provides a complete turnkey installation and commissioning service, managed throughout by PCME from installation to calibration (where applicable) and training, through to final handover. Our Premier Setup Package provides a complete turnkey installation and commissioning service, managed throughout by PCME from installation to calibration (where applicable) and training, through to final handover. This route enables effective coordination and implementation of individual site and plant specific requirements while minimising unnecessary process interruption and intervention. The result is full peace of mind and knowledge that your system is operating at the maximum of its performance potential.

Tailored

PCME offer fully tailored Setup Packages to meet specific customer requirements. Please contact PCME to discuss your tailored setup solution.

About PCME

As a progressive environmental Company, PCME specialises in particulate measurement for industrial processes. With a worldwide reputation for reliability, innovation and technological excellence, the Company produces equipment for concentration and mass monitoring for regulatory, environmental and process control requirements. A dedicated team of qualified application and sales engineers is always on hand and should be consulted in the selection and usage of the most suitable equipment for any particulate application.



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