

Sentry ProShield Lifecycle Services

Maximum Uptime from Installation to Shutdown



Safety | Reliability | Performance



Safety. Reliability. Performance.

Sentry® ProShield Lifecycle Services provide engineers, chemists, operations and maintenance personnel with the technical support they need to ensure maximum uptime of their sampling and analysis program. Our highly-trained, factory authorized service technicians apply over 90 years of technical expertise to help you maintain safe, reliable and efficient performance. We offer a comprehensive solution to ensure proper installation, layup, startup, maintenance, and safe operation of your sample systems.

SENTRY PROSHIELD INSTALL AND RETROFIT

Sentry ProShield Install and Retrofit service improves the efficiency of a sampler or steam and water analysis system (SWAS) that may not be delivering the visibility to your process chemistry. By protecting your plant assets we'll help you confidently ensure the safety of your plant operators and maintain uninterrupted production. The efficiency of sampling systems decreases over time: coolers lose capacity due to calcification; valves and safety devices begin to wear and leak; analyzers fail to deliver consistently accurate measurements. This loss of efficiency is often due to improper training, operation, maintenance, calibration or obsolescence. As your sampling systems age, our technicians can perform operational evaluation and safety audits. They'll recommend changes and perform any upgrades and repairs necessary to improve your visibility to your process chemistry and ensure the safety of your operators and maintenance personnel. In addition to the overall inspection and the individual components inspections, the sample systems location is reviewed to ensure optimum physical location and process connection sizes for the most representative and safe sampling. Our technicians can mount the systems, complete tubing/piping connections, complete tubing runs outside the skid boundary, demo the equipment, upgrade components, and perform comprehensive startup of the sample system.



SENTRY PROSHIELD STARTUP AND COMMISSIONING

A new sampling system needs a well-planned startup and commissioning process to maximize the accuracy and extend the life of your investment. Our specialized sampling expertise ensures your equipment is brought online quickly and accurately while helping operators understand the intricacies of the system to maximize the life of your investment.

Our startup and commissioning service offers trouble-free activation of your original or upgraded sampling system. Our technicians ensure operation as designed through proper setup and calibration. Sentry technicians are factory trained and authorized on all leading brands of analyzers frequently seen in SWAS panels.

Combined with on-site technical guidance for accurate operation and maintenance, Sentry ProShield startup and commissioning service will help to keep reliable performance available throughout the entire lifecycle of the sampling equipment.

SENTRY PROSHIELD TRAINING AND CONSULTING

Sentry ProShield Training and Consulting offers fully customized on-site individual and classroom training with a full set of manuals for ongoing reference.

With our training, your team will gain the knowledge and technical insight to fully understand the maintenance needs for system efficiency and reliability, while properly taking the necessary steps to ensure safety guidelines are followed, both in maintenance and regular daily use.

In depth classroom or individual training is also available at our new training center located at our Process Monitoring Tech Center in Houston.

SENTRY PROSHIELD GUARDIAN SERVICE AGREEMENTS

Over 90 years of technical expertise is available through our Guardian Service Agreements. Cutting plant downtime is vital. Our factory authorized technicians provide complete service for SWAS installed in power generation plants and manual sample stations installed in refineries and chemical plants. Regularly scheduled maintenance keeps systems operating at peak performance and has been proven to extend operational life. As part of the ProShield Guardian Service agreement, Sentry technicians will be responsible for having a clear understanding of the agreement scope and your facility procedures and protocols.

Through the ProShield Guardian Service, our technicians go beyond basic inspection of the condition of your components. Our technicians begin by compiling a comprehensive database of the systems and components included in your facility's program. They clean, repair or replace wearable parts, replenish reagents and other consumables, and test sample flow, component functionality, vent function, utility operation, and temperature control systems. They will coordinate the ordering of parts, consumables and reagents so you will have them on hand for continued smooth operation.

Our technicians take safety seriously and personally. All of our technicians participate in thorough safety training. Because of their personal commitment, we are a leader in workplace safety performance ourselves. Our factory has not had a lost-time incident in over 17 years. This same attention to safety is brought to your site as well. As proud members of ISNetwork, we have an 'A' rating with all of our participating regular clients.



Our ProShield Guardian Service program offers four levels of preventative maintenance support – from just 2 visits to 24 visits per year. A dedicated service administrator will schedule each of your on-site preventative maintenance visits in advance. And only factory OEM or authorized parts are used in repairs.

Each preventative maintenance visit results in a comprehensive service report stating the condition of your equipment. As the only service provider for sample conditioning equipment that is trained and factory authorized for leading analyzer brands, we take great pride in protecting your investments' reliability, accuracy and safety.

ProShield Guardian Preventative Maintenance Support Plans	On-site Annual Visits			
	ProShield Guardian 2	ProShield Guardian 6	ProShield Guardian 12	ProShield Guardian 24
Preventative maintenance services included in each plan				
Operational inspection		6	12	24
Comprehensive maintenance		6	12	24
Startup & commissioning service once per year	●	●	●	●
System shutdown service once per year	●	●	●	●
Up to 2 shutdown inspections per year		●	●	●
Priority unscheduled service scheduling			●	●
Safety audit			●	●
Extended warranty on new Sentry products			●	●
Customized training and consulting			●	●
20% unscheduled service labor discount			●	
30% unscheduled service labor discount				●
Thermal imaging of coolers and other components				●
Inventory management for parts and consumables				●
Discount up to 10% on parts and consumables				●

SAFETY AUDIT

A safety audit ensures that any issues that could impact plant safety are addressed and documented. The audit includes all isolation valves, insulation, sample coolers, pressure relief valves, thermal shutoff valves, sample valves or needle assemblies, and all connections and fittings for signs of wear. Eliminating potential safety concerns as soon as possible is vital for the future safety of operators in hazardous environments. During a safety audit, our technicians:

- Inspect inlet isolation valves for leakage or inability to fully isolate sample
- Inspect integrity of high pressure and high temperature valves or headers
- Inspect pressure reducing valves for fouling and seal leakage
- Test and cycle protection devices for safe and consistent operation
- Inspect sampling valves or needle assemblies to ensure proper sealing and no plugging
- Identify any other potential operational hazards

OPERATIONAL INSPECTION

Our technicians inspect your components during operation to identify any existing or potential issues. To keep your sampling station or SWAS operating at peak performance, our technician will clean, repair, or replace wearable parts. They will replenish reagents and other consumables, and test sample flow, component functionality, vent function, utility operation, and temperature control systems as well as coordinate the reordering of consumables and reagents for continued smooth operation.

SYSTEM SHUTDOWN

Our technicians lay up the components and instrumentation on your sampling system according to the manufacturers' recommendations. This includes removal of sensitive equipment such as electrodes and sensors, as well as flushing out lines that may be plugged or caked with reagents. Additionally, we will inspect all sample system components and valves for possible failures so they can be replaced while the plant is shut down.

SENTRY PROSHIELD CALL-OUT FIELD SERVICE

Field service through Sentry ProShield offers you on-site attention to ensure performance of your high-value sampling and analysis equipment when you need it most. Maintaining reliable, efficient sampling requires a hands-on approach. Our factory authorized technicians protect your investment from installation to equipment shutdown. Operators deserve the peace-of-mind that they can safely operate their sampling equipment and systems. The ProShield Field Service covers quick response on-site service in one or all of the following forms:

REACTIVE FIELD SERVICE

Our field service includes troubleshooting, on-site assessments, repairs or replacement parts, electrical diagnostics, verification and certification. All service is done to ensure your sampling system is up and running as fast as possible, from single samplers or sampling stations to a full SWAS. Our distributed service team can be on-site quickly anywhere in the continental U.S. with factory OEM parts when a problem needs immediate attention.

PREVENTATIVE MAINTENANCE ON-DEMAND

Our technicians troubleshoot your sampler or sampling system to ensure correct pressures, temperatures and velocities are met. Using a quality representative sample, they verify and calibrate the online instrumentation to ensure the accuracy of the readings. Lubrication, cleaning and tightening connections will help identify potential failures before they occur. By doing preventative maintenance, you reduce future repair costs, extend asset life, ensure productive environments, and promote employee health and safety. At the end of the visit, the technician will generate a thorough report detailing all services performed, all parts and consumables used, and the condition of the sampling equipment and analyzers.

SENTRY PROSHIELD REFURBISHMENT

Automatic and manual samplers can unexpectedly break or stop working properly in rugged environments. Sentry ProShield Refurbishment allows us to inspect and repair your worn or damaged Sentry sampling equipment. The service includes:

- Complete equipment disassembly, inspection and cleaning
- Service repairs made by our professional, factory-trained experts with OEM or factory authorized parts
- Factory certification and testing of your samplers, minimizing rework and damage to parts caused by untrained maintenance personnel
- Standard warranty coverage on all parts installed and work performed on your sampler

Automatic or manual Sentry sampling equipment is uniquely designed to be rebuilt. Each refurbishment follows an ISO-approved process. It begins with a thorough cleaning of every component and ends with rigorous testing to ensure quality and performance.

Our technicians are exceptionally qualified to keep your equipment up-to-date with the latest designs and options. By having your sampler repaired right the first time, additional downtime is eliminated.



SENTRY PROSHIELD TECHNICAL TROUBLESHOOTING

Our experienced technical staff of expert engineers is available to help you troubleshoot performance of all Sentry products. We also have a full range of installation, operation, and maintenance manuals to fix any issues that may arise. Whenever a system isn't performing as expected, our Technical Troubleshooting experts are merely a phone call away to help solve minor problems without needing to wait for a technician to arrive. Technical information, product manuals and videos are available on our website.

Sentry ProShield Technical Troubleshooting has the answers to get your sampler equipment running efficiently again as soon as possible.



sentry-equip.com

966 Blue Ribbon Circle North, Oconomowoc, WI 53066 U.S.A. | +1-262-567-7256 | sales@sentry-equip.com

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