

Technical Support Services

PROCESS & EMISSIONS MONITORING SYSTEMS

ENVEA provide a wide range of services to support all technical requirements for installing, commissioning calibrating and servicing particulate emission and flow instruments. Experienced and knowledgeable teams of engineers are available to provide on site and remote support ensuring customers can maximise the performance of measurement and process instruments. Alongside assisting with maintenance and repairs, ENVEA offer service packages that can be tailored to your specific process or compliance based needs.

COMMISSIONING

ENVEA offer a complete commissioning service, working with partners to provide MCERTS accredited isokinetic sampling and installation of the full range of particulate emission and flow monitoring systems.

	BASIC	STANDARD	TAILORED
On-site System Test and Set Up	•	•	•
Configuration and alarm setting	•	•	•
Calibration including isokinetic emission testing		•	•
On-site system appreciation training		•	•
6-monthly service inspection and data review		•	•
Final commissioning and certification	•	•	•
Complete turnkey installation and commissioning service			•
Tailored commissioning: additional services for compliance			•

ANNUAL SERVICE AND SUPPORT CONTRACTS

Preventative maintenance, rapid breakdown response and calibration services are all covered by a range of service support contracts. ENVEA offer a proactive, comprehensive and planned approach to servicing, lowering total cost of ownership and reducing maintenance intervals while maximising instrument performance and functionality.

	BASIC	STANDARD	TAILORED
Emergency callout response times	5-working days	2-working days	2-working days
Scheduled annual service visit	•	•	•
Service inspection/sensor cleaning/maintenance checks	•	•	•
Instrument data download and interrogation	•	•	•
6-monthly service inspection and data review		•	•
Repairs including parts and labour	•	•	•
Annual sensor calibration/configuration/referencing/alarm setting		•	•
Isokinetic sampling		•	Tailored
Annual return to base check-up			•
Tailored service: additional services for compliance			•



	BASIC	STANDARD	TAILORED
On-site system functional service check	•	•	•
Isokinetic emission testing	•	•	•
Review test data (determine calibration factor)	•	•	•
Input new factor + final system checks	•	•	•
Calibration certificate issued on completion	•	•	•
6-month inspection and data review		•	•
Tailored calibration: additional testing for compliance			•

CALIBRATION SERVICES

In partnership with approved, MCERTS accredited, isokinetic test companies, ENVEA provide confidence in measurement results which can be monitored and recorded to meet environmental compliance requirements.

ANNUAL CONFIGURATION AND REFERENCING SERVICES

Reliable and representative indicative trending data from dust monitoring, with alarm levels set for plant-specific requirements such as emission limit values, are maintained via ENVEA's range of configuration and referencing services.

	ASSISTED	STANDARD	TAILORED
On-site system performance checks	•	•	•
Isokinetic emission testing		•	•
Review test data	•	•	•
Apply new configuration/referencing settings + final system checks	•	•	•
Configuration / Referencing Certificate		•	•
Tailored configuration: additional testing for compliance			•

	END USERS	ACCREDITED PARTNERS
Principals of Operation	•	•
Functions and Features	•	•
Routine Maintenance	•	•
Data Analysis	•	•
Commissioning		•
Service and Repair		•
Functional Check and Calibration		•

TRAINING

ENVEA technical service team provide regular service training to our distribution partners globally ensuring local support is available from trained engineers on commissioning, calibration service and maintenance. ENVEA can also provide bespoke training both on site and remotely to end users that is tailored to the systems and sensors installed on site to meet the needs of the customer. This enables users to learn about all the functionality available, how to perform preventative maintenance on systems as required and maximise the benefits of ENVEA systems.

REPAIRS AND TECHNICAL SUPPORT

ENVEA have a dedicated team of in-house engineers providing remote technical support over the phone, email or via video conferencing, supporting any technical enquiry regarding our range of products. An in-house repairs team are available for products requiring repair, annual checks and sensor refurbishment providing full factory test prior to despatch.

ABOUT ENVEA

As a progressive environmental Company, ENVEA specialises in particulate measurement for industrial processes. With a worldwide reputation for reliability, innovation and technological excellence, the Company produces under the trademark envea™ 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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