

SERVICES

To be in pace with technological developments in the field of Process industry and life sciences, and to support our customers, we have the team of highly experienced engineers.

Our service starts before the sales with trained personnel on all products.

Our Services include:

- *Technical Support services*
- *Automation application evaluation services*
- *Field services*
- *Analytical Instruments qualification services*
- *Products design and development services*

1. Technical Support services:

Installation & commissioning of Instruments services include:

Pre-Installation site evaluation: identifies and avoids problems that may affect instruments performance.

Installation: Experienced site engineer is engaged to properly integrate our instruments into your processes and provides supervision as required.

Instruments calibration & validation: Our engineer precisely adjusts instruments to deliver optimum start-up performance.

ISO 9001-2000 support: Provides with calibration and certification documentation to meet ISO certificate requirements.

Service training: Polmon's factory trained and experienced engineer provides your personnel with knowledge and skills necessary to maintain and maximize the performance of Instruments.

Application evaluation: Polmon helps you to evaluate your application requirements in an effort to identify possible problems and ensure a successful installation & operation.

Extended warranty: helps to keep your instrument in peak operating condition.

2. Automation application evaluation:

Polmon provides complete services for the automation requirements of life sciences industry including

- Concept
- Consultancy
- Tenders Document Preparation
- Design
- Build
- Project management
- Installation & commission
- Validation
- After sales support

We are specialists in the following systems integration

PLC / DCS & SCADA systems

MES systems

Equipment control panel & PLC / DCS control panel build and test

3. Field Services:

Highly trained field service engineers and technicians are available to provide

- a. Instruments installation & Commission
- b. Additional field services include but are not limited to, providing post installation, trouble shooting, ISO 9001-2000 compliant calibration, validation and customer site field calibrations
- c. Annual maintenance contracts
- d. Plant Installation maintenance contracts

4. Analytical Instruments qualification services:

The purpose of the use of analytical instruments is to generate reliable data. Instruments qualification helps to fulfill this purpose.

Analytical Instrument Qualification (AIQ) is documented evidence that an instrument performs suitably for its intended purpose and that it is properly maintained and calibrated. Use of a qualified instrument in analyses contributes to confidence in the veracity of generated data.

Qualification of Instruments has been grouped into 4 phases.

- Design qualification (DQ)
- Installation qualification (IQ)
- Operational qualification (OQ)
- Performance qualification (PQ)

Polmon is offering to its customers, IQ and OQ

Installation qualification (IQ): is a documented collection of activities needed to install an instrument in the users environment. IQ applies to a new, pre-owned instrument. The activities and documentation associated with IQ are as follows:

- System Description
- Instrument delivery
- Utilities/Facility/environment
- Network and data storage
- Assembly and Installation
- Installation Verification

Operational Qualification (OQ):

After a successful IQ the instrument is ready for OQ testing. The OQ consist of these test parameters:

- Fixed parameters
- Secured data storage, back up and archive
- Instruments function tests

5. Product Design & Development services:

Polmon offers product design and development services in Instrumentation related products. Our relevant experience is related to Pharmaceutical, Biotechnology, Life sciences industries are our specialties.