



Food and Beverage

Pall Oenoflow™ Filtration Systems Service Plans

Pall's expertise at your fingertips



Propelling service and support to the highest level

Having access to agile and proprietary service and support is pivotal to every facility. We at Pall Corporation, with 70+ years of experience in providing repair, calibration, maintenance, compliance and other services, understand your focus to achieve the highest quality, yield and efficiency while maintaining absolute respect for the qualitative characteristics of wine. Our Oenoflow system service plans are just right to help you achieve your goals.

Planning to service capital equipment requires a structured approach and for this reason we have provided a tiered level of support in our Pall service plans to provide the assistance you need to protect your investment and optimize your workflow productivity. This ensures cost savings when compared to purchasing services individually.

Our range of contract service plans for your Oenoflow system include:

The Protective Plan

The comprehensive functional health-check

We understand the impact that abrupt workflow disruptions can cause. Therefore, we designed the cost-effective Pall Protective Plan purposed to conduct a wellness check on your equipment to minimize the risk of such disruptions. It includes:

- A once per year on-site comprehensive examination of your system's components using specially designed procedures and system leak tests.
- An inspection certificate outlining the health of your system is issued after the visit.
- For customers with an Oenoflow PRO XL-S or PRO XL-A system continued access to the Optimizer system is included.

The Protective Plus Plan

Ensure your equipment is operating at peak performance

This plan provides:

- All the benefits of the Protective Plan
- An Intermediate Preventive Maintenance (PM) service including change-out of critical seals. Please refer to Table 1 at the end of this document for more details on the parts that are included in this plan.

The Preventive Plan

Perform your daily workflow with total confidence

The Preventive Plan provides the benefits of the Protective Plus Plan and adds the following services:

- Advanced Preventative Maintenance (PM) service (Please refer to Table 1 for the parts that are included)
- Calibration of applicable instruments

The Advantage Plan

Extended service coverage for extended product lifetime

Our Advantage Plan is an extended service coverage plan to minimize your risk and budget for emergency service. In addition to all the benefits enjoyed under the Preventive Plan, the Advantage Plan includes:

- Labor and travel costs for and additional emergency repair visit
- Emergency repair parts are also included as listed in Table 2

The Comprehensive Plan

All-inclusive coverage to optimize your investment

This comprehensive plan extends a rigorous service on your system to achieve true and total peace of mind. In addition to benefits detailed in the Advantage Plan, this plan offers:

- An expanded range of emergency repair parts as shown in Table 2. All worn-out parts are replaced and module seals are also included in the event that a module replacement is required.
- Extended technical support for process optimization is available as outlined in the following summary table.

Service Plans Summary

What's Included

<i>Investment Protection</i>	Protective	Protective Plus⁰	Preventive	Advantage	Comprehensive
Inspection visit	✓	✓	✓	✓	✓
Calibration (if applicable)	✗	✗	✓	✓	✓
Intermediate Preventive Maintenance	✗	✓	✗	✗	✗
Advanced Preventive Maintenance	✗	✗	✓	✓	✓
Exchange of parts during Preventive Maintenance (where applicable)	✗	✓	✓	✓	✓
Software Upgrade ¹	✗	✗	✗	✓	✓
Emergency Repair Labor	5% discount	5% discount	5% discount	1 visit	1 visit
Emergency Repair Parts	5% discount	5% discount	5% discount	Package A	Package B
<i>Remote System Support</i>	Protective	Protective Plus⁰	Preventive	Advantage	Comprehensive
Remote System Monitoring, Diagnosis and Repair ²	0-4 hr included >4 hr 5% discount	0-6 hr included >6 hr 10% discount	0-8 hr included >8 hr 15% discount	0-10 hr included >10 hr 20% discount	✓
Oenoflow PRO System Optimization ²	✓	✓	✓	✓	✓
<i>Training</i>	Protective	Protective Plus⁰	Preventive	Advantage	Comprehensive
Operator Refresher Training ³	2 hours	2 hours	2 hours	3 hours	4hours
<i>Technical and Field Support & Expertise</i>	Protective	Protective Plus⁰	Preventive	Advantage	Comprehensive
Priority Scheduling	✓	✓	✓	✓	✓
Service Hours: Monday-Friday 8:00am-5:00pm	✓	✓	✓	✓	✓
<i>Coverage Basics</i>	Protective	Protective Plus⁰	Preventive	Advantage	Comprehensive
Service Location	Customer site	Customer site	Customer site	Customer site	Customer site
Recommended Term	1 year ⁴	1 year ⁴	3 years	3 years	1 year

⁰ The Protective Plus agreement is not available for the Americas region.

¹ Software upgrades related to PLC, HMI, or eWON modifications

² Available on Oenoflow PRO XL-S and Oenoflow PRO XL-A only

³ Refresher training only available during an onsite visit by our technicians and does not include application training. For detailed application training, please contact to your local SLS representative.

⁴ Recommended to alternate the two plans year after year for optimum servicing

Pall Systems Covers Oenoflow XL-S, XL-A, XL-E, HS, FIT

Service Plans Benefits

- Services are executed by our skilled service engineers and product specialists who are continuously trained on the latest instrument technology, product improvements, software and accessories.
- For Oenoflow PRO XL-S and Oenoflow PRO XL-A systems, our service contracts grant an Oenoflow PRO license. This allows access to the Optimizer algorithm, enabling you to monitor and optimize your system's efficiency and better predict timing for scheduling of service visits. For customers who have an existing system that has not been upgraded to Oenoflow PRO XL, service contracts are still available without this benefit.
- With regular preventative maintenance and timely emergency intervention, a service contract can prolong the life of your Oenoflow filtration system and modules to ensure that the system is available to meet your production needs.
- Access to our remote and telephone support services (troubleshooting, parameter adjustment and RFQ) helps increase your uptime through rapid resolution of equipment issues.
- Service contracts enable you to plan ahead. Pre-planned service helps you manage your budget while proactive service scheduling helps you to manage pre-planned downtime to avoid production interruption.
- In case of emergencies, our service plan customers are given priority scheduling.
- Customers with a service plan benefit from cost savings for spare parts and service.
- Pall field service engineers are located in every region to ensure fast, efficient service response and global coverage.
- Avoids premature equipment replacement

Billing

Service plans provide billing options. Make a single annual payment or equal bi-annual, quarterly or monthly payments.

Service Contracts vs Standard Warranty Contract



Value of Service Contract

- Decreases equipment downtime
- Improves machine utilization levels
- Optimizes equipment use
- Minimizes total cost of ownership
- Reduces number of purchase orders needed
- Helps avoid potential lost revenue
- Avoid premature equipment replacement
- Lowers possibility of quality defects

Standard Warranty Excludes:

- ✗ Preventive maintenance (PM)
- ✗ Accidental damage
- ✗ Priority emergency response
- ✗ Basic operator on-site training
- ✗ Relocating instruments

Preventive Maintenance and Emergency Repair Spare Parts

Table 1: Preventive Maintenance Spare Parts Used During Scheduled PM Visit

System	Oenoflow XL-A, XL-S, -E, HS and FIT				
Preventive Maintenance Parts Per Level	Protective	Protective Plus	Preventive	Advantage	Comprehensive
Water filter	YES	YES	YES	YES	YES
Air filter*	YES	YES	YES	YES	YES
Sealing for butterfly valves	NO	YES ¹	YES ²	YES ²	YES ¹
Seal rings pipe connections	NO	YES ¹	YES ²	YES ²	YES ¹
Seal kit s(s)	NO	YES	YES	YES	YES
Seal kit probe valve	NO	YES	YES	YES	YES
Seal kit check valve	NO	YES	YES	YES	YES
Seal kit flow meter	NO	YES	YES	YES	YES
Seal kit water filter	NO	YES	YES	YES	YES
Seal kit air filter*	NO	YES	YES	YES	YES
Membranes for membrane valves*	NO	YES	YES	YES	YES
Coupling P02*	NO	YES	YES	YES	YES
Dosing pump chemicals P80	NO	NO	YES	YES	YES
Pneumatic actuators butterfly valves	NO	NO	YES	YES	YES
Oscillating motors (M02/M06)	NO	NO	YES	YES	YES
Relays 24V (elec. Cabinet)	NO	NO	YES	YES	YES
Seal kit and lamp for turbidity meter*	NO	NO	YES	YES	YES
Solenoid valve	NO	NO	YES	YES	YES
Mechanical seals and kit(s) (excl. P02)	NO	NO	YES	YES	YES
Proximity switches	NO	NO	NO	NO	YES
Pressure transducers	NO	NO	NO	NO	YES
Resistance thermometer	NO	NO	NO	NO	YES
Sound absorbers	NO	NO	NO	NO	YES
Seal TCs for filter modules	NO	NO	NO	NO	YES

*If installed on system

¹ All seals for butterfly valves and pipe connections changed annually

² 1/3 of the seals for butterfly valves and pipe connections changed annually changed annually

Table 2: Emergency Repair Parts Covered for Advantage and Optimizer Packages, Used During the Additional Visit

System	Oenoflow XL-A, XL-S, -E, HS and FIT			
Emergency Repair Parts Per Level	Advantage (Package A)	Quantity limit per contract duration	Comprehensive (Package B)	Quantity limit per contract duration
Sealing for butterfly valves	YES	40	YES	120
Seal rings pipe connections	YES	70	YES	210
Seal kit strainer (s)	YES	3	YES	3
Seal kit probe valve	YES	5	YES	5
Seal kit check valve	YES	5	YES	15
Seal kit flow meter	YES	5	YES	15
Seal kit water filter	YES	2	YES	6
Seal kit air filter*	YES	2	YES	6
Pneumatic actuators butterfly valves	YES	4	YES	6
Membranes for membrane valves*	YES	5	YES	6
Dosing pump chemicals P80	YES	1	YES	1
Mechanical seals and kit(s) (incl. P02)	YES	2	YES	2
Oscillating motors (M02/M06)	YES	1	YES	1
Seal kit and lamp for turbidity meter*	YES	1	YES	1
Solenoid seal/solenoid valve	YES	3	YES	3
Coupling P02*	NO	1	YES	1
Seal TCs for filter modules	NO	0	YES	50
Relays 24V (elec. Cabinet)	YES	3	YES	3
Proximity switches	NO	0	YES	2
Pressure transducers	NO	0	YES	1
Resistance thermometer	NO	0	YES	1
Sound absorbers	NO	0	YES	3
Touch panel	NO	0	YES	1
CPU	NO	0	YES	1
SD – Card*	NO	0	YES	1
Modules (interface, power, terminal, electronic, universal)	NO	0	YES	1 each
Connecting plug ProNet cable	NO	0	YES	1
Digital and analogue cards	NO	0	YES	1 each
Profibus DP-Slave	NO	0	YES	1

*If installed on system



Contact for Inquiries

Website: <https://www.pall.com/en/instrument-service-support.html>

Emails: Americas: service@pall.com

Europe, Middle East and Africa: F&B_System_Service_EMEA@pall.com

Asia- Pacific: APAC_service@pall.com

Technical Support Hotline:

U.S. and Canada: **1-855-920-7255**

The rest of the world: Please contact your local Pall field service engineer/manager.



Pall Corporation

Pall Food and Beverage

New York – USA
+1 516 484 3600 telephone
+1 866 905 7255 toll free

foodandbeverage@pall.com


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