



**ABLE  
REMOTE  
SUPPORT**

## ABLE Support Console (ASC) includes Magnetrol remote technical support for UK Sites

- Interfaces directly to Magnetrol Transmitters, via HART
- All access controlled by client, for remote diagnostic support from ABLE
- Secure point-to-point remote desktop over 4G
- No connection to client IT network required
- Choice of a cost-saving contract or ad-hoc hire, when help is needed

### The hardware

ATEX IECEX intrinsically-safe tablet running Windows10 with USB, and 4G. Mounted upright to a docking station for charging/using.

### No I.T. required for implementation

Simply connect across the instrument loop then request ABLE assistance.

### The software

Industry standard remote desktop (point-to point) and industry standard Pactware installed by ABLE for Magnetrol instrumentation. No bespoke or uncertified software.

### When would it be used?

On request from site: Instrument tech will initiate the request, to which ABLE remote support team will respond. The nominated client-contact will be emailed all support requests and concluding reports, by ABLE support.

### Contract Cost

The support-console and software will remain the property of ABLE and therefore receive updates remotely, as required. The custom setup of the contract console and software will have a one-off cost per system, of £1500.

Contract support comprises 4 support tickets per month including hardware rental and updates. The monthly cost is £600pcm (£20 per day).



*Intrinsically-safe Tablet can be undocked from its base station, taken to a hazardous area and used to take relevant photos and video to add info to a support request.*

*It can also be connected directly to the instrument if required to test locally.*

Each support ticket covers any diagnostic report in response to a technical assistance request, with up to 1 hr per ticket, per instrument. E.g. one instrument, 1 hr = 1 ticket

The ASC can be connected to both Magnetrol and Vega level and Siemens 1010fus ultrasonic flow meters. Each support ticket covers any one instrument.

### Ad-hoc hire cost

£100/day plus £200 per support ticket, as needed.

E.g. 3 days hire + 1 support ticket = £500

1 day hire + 2 support tickets/instruments = £500

#### Registered Address

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