

Save money and increase your flare
flowmeter uptime with a

FlareCareSM Supporting Service Agreement (SSA)

Meet your daily operational flare flowmeter needs while assuring environmental peace of mind with this comprehensive, fixed-price service solution. The Plus and Premium FlareCare SSA packages provide enhanced planning, resource scheduling, and asset management.



FlareCare Plus

Annual Verifications – The flare gas flowmeter verification work scope comprises a series of inspections and evaluations to help ensure that the meter is installed to specifications and maintains compliance to local, state and federal regulations.

In-Situ/Ex-Situ Work Scope – Only offered with a FlareCare SSA, a non-invasive in-situ verification may be performed in lieu of an ex-situ verification every other year. The in-situ verification reduces the operational impact and EHS/safety support required for ex-situ verifications.

Contract Kick Off Meeting – Panametrics hosts a meeting with representatives from your company to fine-tune your needs and establish the logistics for proper execution of your FlareCare contract.

FlareCare SSA Online Portal – This customized online portal provides a central location for all contract-related documentation, regulatory verification and maintenance records, online technical support, and Panametrics contact information.

Proactive Scheduling – Panametrics coordinates scheduling of flare flowmeter verifications and provides notices related to upcoming work.

Technical Support – Our technical support staff is available 24/7 directly by phone for troubleshooting, configuration, and programming as well as the online knowledge library with training videos and Technical Answer Cards.

Assigned Service Representatives – We'll assign a primary and secondary Panametrics field service representative to service your plant—providing consistency and familiarity.

Dedicated Project Management – A project manager will be assigned specifically for your site to field any flare flowmeter-related questions, expedite new orders, and coordinate verification scheduling.

FlareCare Premium

In addition to the FlareCare Plus benefits, our FlareCare Premium package offers:

Critical Response – Panametrics will mobilize a field service representative to your site for timely assistance when you need it most—within 72 hours of acknowledging receipt of your Critical Event request. Also, our Critical Response fee for emergency call-outs is waived under this program.

Spare Parts/Training Discount – Your FlareCare SSA provides additional discounts on spare parts or training purchased through a Premium program.

Value Added Options

- + Quarterly inspections and preventive maintenance on regulatory meters
- + Annual preventive maintenance on laterals and non-regulatory meters
- + Hands-on training for your employees
- + Flare.IQ for high-efficiency flare combustion and reduced steam usage in flare systems
- + PartSmart for spare parts management designed for onsite parts delivery within 48 hours



Benefits of a FlareCare SSA

- **Reduced Risk** – Avoid the 2- to 3-week lead times associated with our standard transactional services, significantly cutting your risk of multi-thousand dollar fines.
- **Less Liability/Lower Costs** – Reduce the need for scaffolding installation and transducer extraction as well as operator risk associated with toxic gas exposure and working at heights.
- **Fixed Costs** – Eliminate standard annual increases with our multi-year contract that reduces renegotiation efforts and provides a fixed verification rate.
- **Proactive Scheduling** – Establish a timeline for your annual verifications in addition to quarterly and preventative maintenance requirements.

Digital Verification

Eliminate the need for annual inspections with on demand digital verifications with enhanced FlareCare powered by flare.IQ. This program will ensure the meter is in compliance while eliminating scheduled scaffolding. All the benefits of premium services without the risk and cost of pulling transducers for inspection.

- optimize congntril of steam or air assist systems to ensure regulatory compliance
- continuous monitoring of the health of the flare meter
- significantly increases confidence in the meter performance.



FlareCare Service Deliverables

	Regulatory Verification	In-Situ / Ex-Situ Work Scope	Proactive Scheduling	Contract Kick-Off Meeting	FlareCare Portal	Technical Support	Project Management	Assigned Service Reps	Critical Response	Spare Parts & Training Discount	Critical Response Fee Waived
Transactional	✓										
FlareCare Plus	✓	✓	✓	✓	✓	✓	✓	✓			
FlareCare Premium	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

FlareCare Comparison

Panometrics offers many options related to annual verifications. The following table compares the benefits of our FlareCare Plus and Premium packages to a standard transactional arrangement.

FlareCare Comparison	Transactional	Plus	Premium	Powered by flare.IQ
SERVICES				
Verification	Annual	Annual	Annual	Continuous or Plant Defined
In-Situ Verification	Ex-Situ Only	Alternate Years	Alternate Years	Continuous
Service Portal		✓	✓	✓
Kickoff Meeting		✓	✓	✓
Project Management		✓	✓	✓
Assigned Engineer/Tech Reps		✓	✓	✓
24/7 Technical Support		✓	✓	✓
72 Hour Emergency Response			✓	(Premium Only)
OPTIONAL				
Training	Optional	Optional	Optional	✓
Preventative Maintenance	Optional	Optional	Optional	Predictive Maintenance
COMMERCIAL				
Net 30 Payment Terms	✓	✓	✓	✓
Fixed Annual Rates		✓	✓	✓
Milestone Payments (4-5 years)		✓	✓	✓
10% Discount on Spare Parts & Training			✓	(Premium Only)
Emergency Response Fee Waived			✓	(Premium Only)
Contract Length	Annual	5 Years	5 Years	5 Years

