



CE

Contract
Engineers

Overview UNICO's Customer Terotechnology Support (CTS) Group offers Contract Engineers as a service to customers having numerous UNICO installations at a single location or extensive new equipment. A Contract Engineer is contracted to work on site for a fixed period of time and becomes familiar with a plant, its personnel, and its installations. Customers benefit by having expert assistance at hand to provide timely service without the expense or delay of service calls.

Reduce Downtime

The primary objective of the Contract Engineer is to reduce downtime. The engineer works closely with plant personnel to ensure that all problems with UNICO installations are immediately resolved. While resuming production is the immediate goal, the engineer also documents the cause and effect of every incident for further analysis. Chronic problems are reported to UNICO staff for joint review by the Contract Engineer, the customer, and UNICO engineering.

Promote Self-Sufficiency

An almost equal responsibility of the Contract Engineer is to elevate the knowledge and skill levels of plant personnel to promote independence in troubleshooting UNICO equipment. Working hand-in-hand with plant personnel, the Contract Engineer explains the troubleshooting process as steps are performed. Accurate, speedy, and safe problem resolution techniques are emphasized. Plant equipment is compared with that of the Contract Engineer, and procedures are adopted for proper use. The Contract Engineer can also be scheduled for one-on-one training sessions with engineering, maintenance, production, or operator personnel.

Plant Log

Each installation in the plant is thoroughly documented by the Contract Engineer and plant personnel. This data is used for baseline analysis, as discussed in the *System Performance Study (SPS)* brochure (#8410). The following information is collected as a minimum, although additional data may be included if requested.

- Performance data and charts
- Start-up record
- Setup data
- Notes

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