



# SMART ACCESS

## System Support Management Services

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When you invest in SMART Clean™ or SMART Controls™, you can rest assured Clyde Industries is with you every step of the way. Not only does our SMART Clean™ system give you the advantage of using advanced boiler diagnostics to make sound operational decisions that support your fiscal goals, our technical support team is available 24/7 to guide you.

When your operational goals change with shifting market conditions, or highest priority key performance metrics need adjusting, Clyde Industries is always there to assist you with the following:

- Avoid system downtime due to tube leaks or plugging
- Prevent catastrophic events such as emergency boiler outages
- Ensure peak performance at all times (Boiler Efficiency and Plant Heat Rate)
- Maximize steam/air savings and power generation potential
- Minimize NOx
- Control SCR or APH inlet gas temperature

### SMART Access Support

SMART Access support is designed for technical support by telephone/email and also for trouble-shooting by remote log-in. Clyde Industries technical experts are available 24/7 with a guaranteed response time of 1 hour during normal business hours and 4 hours response time after hours, weekends, and holidays. The standard support contract covers the specific equipment and systems for which support is needed including: SMART Controls™ for sootblowers and for SMART Cannons™. Associated services include a dial-up or a VPN connection to SMART Controls™ HMI terminal, enabling remote diagnostic services.

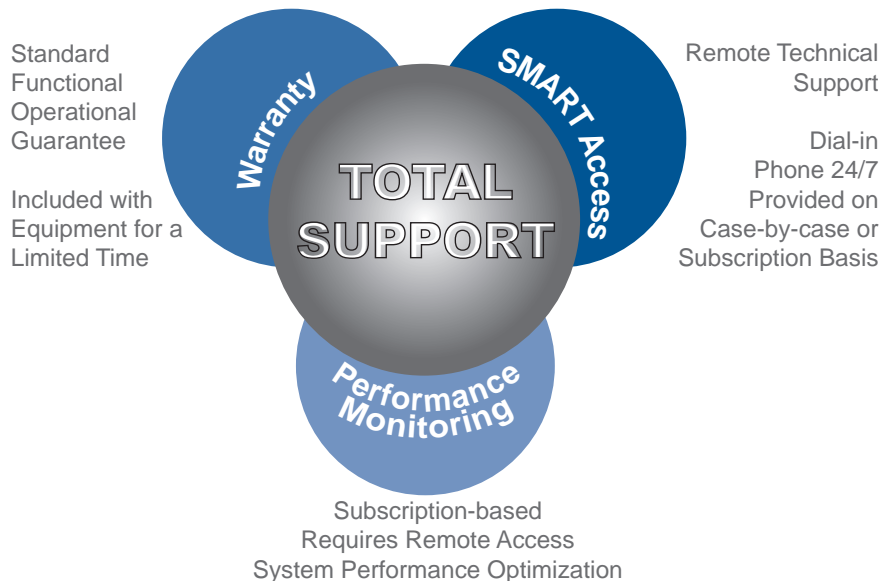
**SMART Access Service Number  
(877)-299-8524**

# SMART ACCESS REMOTE MONITORING & DIAGNOSTICS FOR SMART CONTROLS™

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## Performance Monitoring and Tuning Support

Some plants – or fleets of plants – require the highest levels of system optimization, beyond what their engineers can effectively manage. Clyde Industries understands how critically important system monitoring and diagnostics is for protecting a plant’s most valuable assets. For those plants that require it, our fixed-fee performance support program extends the standard support program, adding bi-weekly remote monitoring and diagnostics, at a rate that make financial sense.



Clyde Industries Inc.  
4015 Presidential Parkway | Atlanta | GA | 30340  
+1 800 241 5996 | clyde-industries.com

COMPANY WITH  
QUALITY SYSTEM  
CERTIFIED BY DNV GL  
= ISO 9001 =