

## Keeping Safety Technology Up to Date

With HIMA products, you get maximum, long-term plant availability. Customer service throughout all lifecycle phases ensures that your systems are always state of the art.

This helps you avoid unnecessary downtime and allows you to focus on your core business.

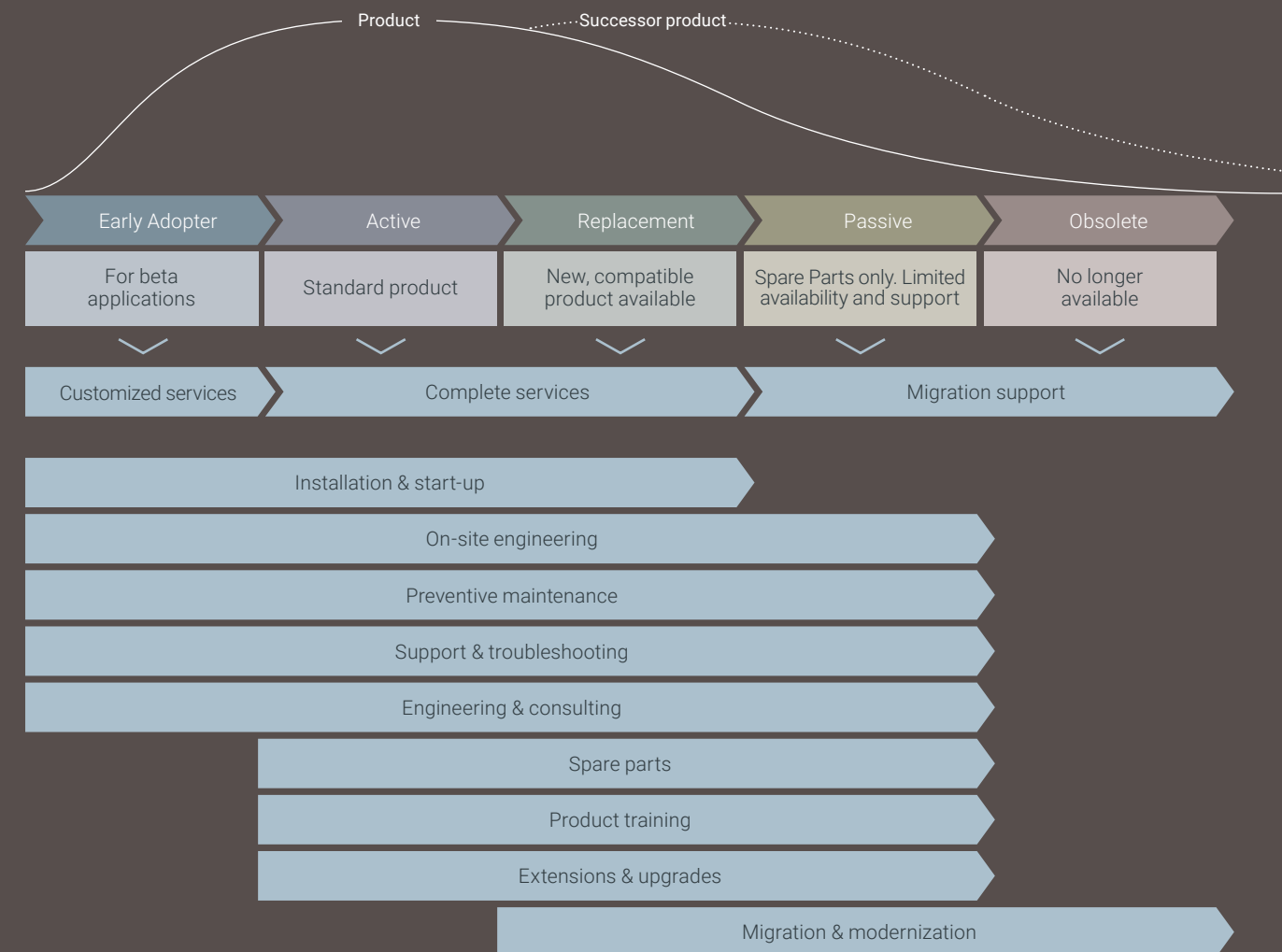


Figure: Overview of Safety Lifecycle Services during the product life phases

How can you make sure that your safety solutions will continue to run reliably over the next few years?

### IN-DEPTH UPDATE HIMA PRODUCT LIFECYCLE MANAGEMENT

Would you like to learn more? Contact us:

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### IN-DEPTH UPDATE HIMA PRODUCT LIFECYCLE MANAGEMENT



Safety at All Stages

## Ensuring Long-Term Plant Availability



Challenges and Solutions

## Long-Term Safety

As a plant operator, you are confronted with the task of guaranteeing smooth operation. This includes safety controllers. Ultimately, you must be able to rely on the functional safety and availability of your systems, both now and for years to come. Many operators, however, wonder how long replacement products or spare parts will be available for the safety controllers they have installed.

It is not uncommon that spare parts and support are no longer available after a few years. In the worst case, entire systems must be replaced, resulting in downtime and high migration costs. However, there is a way of ensuring your safety system continues to operate smoothly many years after installation.

### Smart Product Lifecycle Management

With HIMA Product Lifecycle Management, you can avoid such situations. Part of the HIMA philosophy is to retain safety systems over long periods. We ensure that spare parts or compatible successor products for HIMA safety controllers can be obtained even in the long term. Thanks to predictive maintenance, we also ensure that components and systems are replaced on time and during scheduled shutdown periods. This reduces lifecycle costs, prevents faults, and avoids unplanned downtime.

The HIMA lifecycle guarantee ensures availability that is well in excess of standard lifecycles in the automation market. HIMA aims to ensure a lifecycle of over 25 years for its safety systems. In this time frame, we provide new products for system families in use and offer spare parts and support services.



# 25 years

product availability



## Always Ready

A look at the development phase of our products shows how permanent plant availability is achieved: All HIMA systems are based on a modular design. This approach ensures that existing safety modules can be easily replaced with new, compatible products, even during operation.

### Early Adopter Phase (Optional)

Even before the official launch of a new product, companies can use and test the product in beta applications. Based on insights gained during this phase, we then bring the product to market maturity.

### Active Phase

HIMA products have a particularly long active phase which is a great benefit for plant operators. During this phase, products are available with full support for all our customers. HIMA strives for an active phase of at least 15 years.

### Replacement Phase (Optional)

If a compatible successor product is available, the existing product is transferred over to the replacement phase. It is still available for installed or planned systems without restriction. This allows you to introduce technical innovations with ease.

### Passive Phase

For passive products, HIMA aims to keep spare parts in stock and provide repair support for at least ten years. Component-related, legal, or normative restrictions may apply. We provide notice that a component is going to enter the passive phase. This allows you sufficient time to plan your next steps, or place this task in our hands.

### Obsolete Phase

The lifecycle of a HIMA product ends with the obsolete phase. Spare parts are only available to a limited extent. If needed, we can support you with migration, modernization, and succession planning.

### The HIMA Concept: Innovation and Modernization

HIMA not only stands for innovation, but also for the modernization of all products. This can be traced back in all existing system families. Major examples are the HIQuad X and Planar4 system families, which are now offered in their 4th generation. This shows our commitment to introducing new technology into existing installations. Furthermore, we ensure that existing hardware can be combined with new models and used over the long term.



## Your Lifecycle Customer Service

## HIMA Services

Systems, technology, and standards change continuously. Our experts will assist you in planning and installing your systems in accordance with the latest safety standards and keep them up to date during operation.

### Installation & Start-Up

We integrate your safety systems into all common distributed control systems, test the safety functions on-site at your premises, and perform acceptance testing.

### On-Site Engineering

In close cooperation with you, we professionally plan and implement new plants or extensions on-site and in compliance with the relevant standards.

### Preventive Maintenance

HIMA experts ensure that your safety systems are kept in state-of-the-art condition and thus maintain long-term operational safety and security.

### Support & Troubleshooting

By telephone, e-mail, or directly on site, we can help you identify and solve problems. We are available 24 hours a day, 7 days a week.

### Engineering & Consulting

Our consulting services help you meet all safety requirements and ensure your systems are reliable and cost-effective for the long term. HIMA engineering ensures that systems can be easily integrated into the plant, making your business safe, efficient, and profitable.

### Spare Parts

We are happy to assist you in identifying all relevant components, and to take care of procurement and storage. We can guarantee long-term availability of spare parts for passive products.

### Product Training

The certificate issued at the end of our product training documents that your knowledge for planning, operating, and maintaining industrial plants is up to date.

### Extensions & Upgrades

To ensure long-term safety and availability of your plants, your systems must always be as advanced as possible. Our experts check your safety systems, advise you on all options and technologies, and keep your plant up to date.

### Migration & Modernization

We perform on-site analysis of your plant to keep you up to date on your safety system's condition. This includes proactive consulting on system upgrades, maintaining your equipment, and updating to compatible successor models.

## Experts by Your Side

## Service Agreements

With HIMA at your side, you can select the services you truly need. In this way, you minimize your costs, maximize plant availability, and reliably comply with all safety standards.

### Basic+ Value Contract

The value contract is a basic agreement clarifying all financial terms. If necessary, you can book on-demand services, such as system maintenance, modification, or upgrades.

### Start-Up+ Preventive Maintenance

HIMA assumes responsibility for planning and implementing preventive maintenance measures. These include inspections and fwmnt of worn components in accordance with the manufacturer's specifications, as well as complete documentation of the work performed.

### Lifecycle+ Lifecycle Management

We continuously inspect your components and systems and offer practical suggestions for maintenance, upgrades and modernization.

### Hotline+ 24h Hotline

HIMA's safety engineers are available by telephone around the clock to help resolve hardware and software problems.

### Standby+ 24h Call-Out Service

If faults cannot be resolved by telephone, our specialists are on standby to visit your site within the time frame specified in the contract.

### Logistics+ 24h Spare Parts Service

We maintain an inventory of all necessary spare parts to guarantee quick, long-term availability for your system.



## Exclusive for HIMA Customers

## Our Lifecycle Promise

HIMA offers you innovative safety technology tailored to your application needs. Additionally, we ensure that your safety systems are easy to plan, future-proof, and fully reliable.

### Well-Planned Safety

With HIMA, there are no surprises. Other providers often enter the market offering extremely short product lifecycles or discontinue products at short notice. With the HIMA lifecycle guarantee, you can be sure that HIMA will supply you with compatible products and components for the long term. Furthermore, being aware of your safety controller lifecycle long in advance allows you to make more precise plans.

### Ensuring Maximum Plant Availability

Your systems require maintenance, repairs, and extensions at regular intervals. HIMA systems fully support these activities during plant operation. Functional safety can thus be implemented and maintained efficiently, cost-effectively, and in accordance with your needs.

### Coping with Future Requirements

Over the years, industrial plants may grow and become more complex. At the same time, legal requirements and standards change. Therefore, it is important that your safety technology is kept in state-of-the-art condition. HIMA takes care of this for you. We continuously develop our controllers while making sure they are compatible with your existing systems.

“HIMA helps you minimize your lifecycle costs while increasing productivity.”

Ivo Hanspach  
Director of Product Management, HIMA

