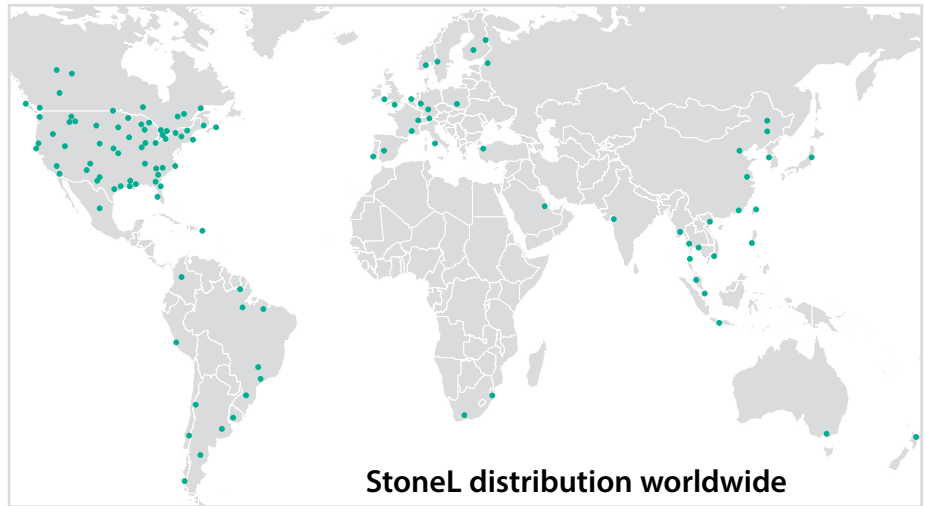


Customer support

"Our business is about technology, yes. But it's also about operations and customer relationships."

Michael Dell
Founder of Dell, Inc.



Contributing to customer success

Integrating your system

To help you use StoneL's technology in your process we provide

- Application/networking assistance
- On-site and off-site training
- Installation, trouble-shooting, and commissioning support
- Local channel supply, and assistance



From sales to installation to operational use, we are here to partner with you to contribute to your success. Integrity in all our relationships is fundamental to our customer service.

Application/networking assistance

Whether through StoneL's certified integrators or our direct factory staff we can help you create the optimal valve communication solution. Our sales and technical solutions groups are well versed in applying the best valve communication and control platform and networking configuration for your specific process. We will partner with your control system suppliers to develop a complementary solution with the right components, protocols, and wiring topologies, to optimize your process.

On-site and off-site training

StoneL offers comprehensive training to facilitate your network design, installation, and commissioning. Training sessions may be held at the factory, at your site, or at FieldLink integrator/channel distributor locations worldwide.

Worldwide distribution; support channels

StoneL's global network of channel partners offers you local application, installation, and ongoing maintenance support. Channel partners include:

- Valve automation distributors and OEMs: StoneL has developed close relationships with key valve automators/suppliers in industrial world markets to effectively fit and apply valve communication and control terminals to their assemblies.
- FieldLink certified integrators: Each of StoneL's certified integration partners have the capability to interface field devices with your control architecture. Whether you're installing a new network or plugging in diagnostics to your control system, StoneL can arrange a local installer to assist you.