

**At Lanemark, we firmly believe that the supply of top quality, proven process gas burner equipment should only be part of our service to customers. It is vital that ongoing, reliable operations are ensured throughout the life of each installation.**

**That's why we have created BurnerCare. The concept - of value to all Lanemark and non-Lanemark installations - comprises a purpose-designed installation, commissioning, spares supply, service and support package that enables customers to gain the most from their investment. Peace of mind - which comes with the knowledge that efficient, highly controllable burner performance will be delivered long into the future - is the direct result.**

## Focus on... Lanemark Service Agreement Pack



- Service Agreement structure allows for scheduled servicing – programmed to suit system and customer requirements.
- Includes access to an extensive range of spares and parts with beneficial discounts available.
- Works in conjunction with other key BurnerCare features.
- Offers the most economic and reliable means of ensuring the long-term function of process gas burner installations.



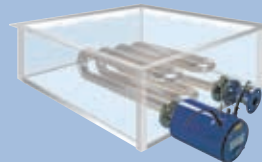
BurnerCare has been developed to offer the optimum choice of key services – each designed to help ensure ongoing efficient, reliable process gas burner performance. Available to all users of process gas burner systems, the service comprises a number of key elements – from advice on health and safety and commissioning through to planned maintenance and emergency call out support. All Lanemark service engineers are comprehensively trained and highly qualified and can be on site quickly, anywhere in the UK. What's more, the same support service is available overseas where our worldwide network of carefully selected agents can provide the key elements of the BurnerCare package – all with the benefit of backup and support directly from our UK head office.

By working closely with all customers throughout the life of each burner installation, we believe Lanemark not only provides the best equipment for the job, but also offers complete confidence to every process gas burner user.

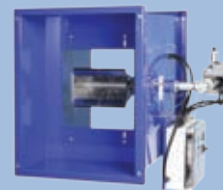
### The full range of Lanemark process gas burners can benefit from our BurnerCare service –



Lanemark forced draft FD burner range – offering high turn-down and excellent controllability for all process air applications.



Lanemark TX small diameter tube tank heating burner systems – delivering highly efficient heating of process liquids.



Lanemark DB duct burners – developed to provide a clean, high efficiency, gas fired heating source for replacement/make-up air applications.

Whatever your Lanemark – or even non-Lanemark – process gas installation, BurnerCare has so much more to offer.



## Installation

During installation, and even before your Lanemark burner system arrives on site, BurnerCare offers vital support –

- Energy conservation advice and survey.
- Guidance on health and safety issues.
- Provision of risk assessment and method statements.
- Heat exchanger design and supply.
- Mechanical and electrical installation.
- Design and installation of electrical controls.
- Gas train upgrades and replacements where required.
- Gas flow meters supplied and installed.



## Commissioning and Servicing

The selection of system components is at the heart of the Lanemark success record and is optimised through the BurnerCare commissioning and ongoing service programme –

- On site installation service links directly into commissioning procedures using Lanemark's trained and experienced specialist engineers.
- Procedures designed to ensure all Lanemark installations provide maximum benefit from the word go.
- Ongoing monitoring maintains optimum performance established at commissioning stage.
- Service designed to accommodate all types of gas fired burners.
- Specialist engineer capability extends to all types of process gas burner installations – Lanemark and non-Lanemark – to ensure commissioning procedures are of the highest quality irrespective of installation type.



## Aftercare and Support

The ongoing commitment of Lanemark BurnerCare is central to ensuring the long term, reliable performance of every process gas burner installation –

- Tailored to suit system and customer installation requirements.
- Maintenance programme planning with intervals selected to match process and customer needs – ensuring processes are accommodated within production procedures.
- Supply of spares and consumable parts – covering both Lanemark and non-Lanemark burner systems.
- Provision of burner operating manuals in a selection of languages.
- Rapid response capability – via ACS-qualified, Gas Safe and Corgi-registered engineers.
- Fully equipped service engineer support with engineers trained to IPAF3aSL – mobile vertical scissor lift and IPAF3b – mobile booms access equipment.
- Telephone help line provides continuous access to Lanemark expertise with 24-hour emergency call out cover also available.
- Training for customer maintenance staff in basic burner care.

## Worldwide Service

The benefits of Lanemark BurnerCare extend worldwide to our full range of carefully selected international agents. Covering almost every corner of the globe, expertise and equipment is available rapidly, with full and immediate access to Lanemark's head office in the UK.



**For more information, visit [www.lanemark.com](http://www.lanemark.com)**