

PRODUCT TRAINING AND SUPPORT

More important than ever

Modern gas metering systems are becoming ever more complex. Different markets have different national regulations, which all have to be fulfilled. It is essential that the systems can be adapted to special customer needs, both from a hardware and a software point of view. Successful products require the highest possible degree of flexibility, but this means that there is a considerable increase in the complexity of the individual components. Before making a purchasing decision and, much more important, before starting up the system, the user must be fully aware of which possibilities the devices offer in order to master the metering tasks at hand.



Fig. 1: Highly-motivated seminar participants in Pakistan

The next step is for the users themselves to adapt. It is in the interest of the customer that they can carry out as much service and maintenance as possible themselves. When circumstances change, they are then in a position to react independently and quickly. This, of course, requires a certain know-how and familiarity with the devices which goes well beyond merely studying the operating

instructions in the user's manual. ELSTER has reacted to the increasing demand for training activities by extending its range of seminars. In our Info Centre in Mainz-Kastel (Germany) we not only hold our scheduled annual seminars but we also organise training courses on a regular basis specifically at the request of our customers. We now have two seminars a year which are held in English. In Spring this year, ELSTER-AMCO employees were comprehensively trained so that they can continue to act as competent and knowledgeable partners in their respective areas. In Autumn, there will be an English-language seminar for our customers.

On top of this, we also offer on request training courses on our customers premises. More and more individual and/or customer groups are taking up this offer. These courses are focussing increasingly on gas metering and data communication. From a metering point of view, it is important to avoid errors during the installation and start-up phases. It is also important to know exactly how much maintenance and what sort of action is necessary in the case of faults. For electronic devices to operate in the best possible way it is essential that the parameters are set exactly in line with the existing operating conditions. Following this, we can then deal with questions concerning volume correction, data storage, read-out and the transfer of data to a PC for evaluation.

The grand finale is then how to operate the ELSTER evaluation software and how to export the data to commercially standard software programs such as Microsoft Excel. The participants in the different countries have so far all reacted in a similar way. The interest the course participants show during the seminars is incredibly high. Even at the end of a hard training day they ask questions which show quite clearly how intensively they have become involved with the subject matter.

Since the beginning of this year, we have been concentrating on international training courses and technical support. Fig. 1 shows a course on volume correctors held at Sui Northern Gas Pipelines Ltd. in Lahore, Pakistan. Although it was a Saturday, 15 participants came along and made full use of the time available. Fig. 2 shows a seminar held on the premises of our ELSTER-AMCO representative Soporgas in Porto, Portugal. The group of participants at the Soporgas seminar



Fig. 2: Ideal seminar conditions in Portugal

was very mixed. Those taking part came from the fields of LPG, oil, quality management, the Gas Technology Institute etc... Mr. Tiago Machado and his team organised the training course along the lines of an in-house fair and looked after the 40 guests in such a wonderful manner that they all left Portugal with an excellent impression of Soporgas.

Fig. 3 shows a recent intensive course at Sonelgaz in Algiers, Algeria. The turbine meter/EK260 metering system was the topic of the seminar and this was dealt with intensively. The participants were provided with several devices with which they could gain practical experience. The seminar ended on the afternoon of 21st May, just at the right time. The disastrous earthquake followed that very evening. Fortunately, none of the participants came to any harm.

Do you need any technical help with our devices or do you have any questions about gas metering?



Why not get in touch with your ELSTER-AMCO contact partner. We will be pleased to support you in any way we can.

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Fig. 3: Total concentration in Algiers