

# AMECARE HEAT UP SERVICE QUESTIONNAIRE



Please complete the following AMECare Heat up service survey to help our team better understand your service requirements. Once you've filled in the form, kindly save your responses and email the completed questionnaire to: [land.enquiry@ametech.com](mailto:land.enquiry@ametech.com).

1. Do you want AMECARE for Heat Up or Cool Down?	
Heat Up	<input type="checkbox"/>
Cool Down	<input type="checkbox"/>

2. What temperature do you want to monitor the heat up or cool down from?	
Below 500 °C (LWIR)	<input type="checkbox"/>
300–1200 °C (MWIR-b low range)	<input type="checkbox"/>
1000–1800 °C (NIR-b)	<input type="checkbox"/>
Other:	<input type="checkbox"/>

3. What type of furnace are you operating?	
Container Glass	<input type="checkbox"/>
Float Glass	<input type="checkbox"/>
Specialty Glass	<input type="checkbox"/>
Other:	<input type="checkbox"/>

4. Is this a new furnace or rebuilt furnace?	
New	<input type="checkbox"/>
Rebuilt	<input type="checkbox"/>

Relevant notes including rebuild time frame:

5. What is the expected duration of your heat up or cool down?	

6. Do you have existing PAR/LPAR retraction system with a LAND NIR-b-656 or 2K camera?	
Yes - PAR	<input type="checkbox"/>
Yes - LPAR	<input type="checkbox"/>
No	<input type="checkbox"/>

If an existing LAND system is present on site, a LAND engineer may only be required for the start of the heat up to swap the NIR-b with the MWIR-b, reconfigure software, and to train the local team or subcontractor to swap the cameras back and repack the rental camera.

**See degrees differently.**

7. If no, do you have a PAR/LPAR retraction system with a LAND NIR-b-656 or 2K camera and commissioning on order?	
Yes - PAR	
Yes - LPAR	
No	
If yes, please supply order number or quotation number:	

If a system is on order, LAND will combine the AMECare Heat Up service with the quoted or ordered commissioning visit. The commissioning and Heat Up service will start when the furnace is cold with the MWIR-b, and the LAND engineer will return to site to swap the cameras back around and complete the hot commissioning with the NIR-b installed.



8. If no to questions 5 or 6, the LAND thermal imaging cameras (LWIR, MWIR-b, and NIR-b) used in the AMECare Heat Up service must be manually operated through furnace peep doors or installed semi-permanently as in the image shown. The semi-permanent mechanical installation of the camera in the camera housing, and the utility installation and supply, is the responsibility of the customer or contractor.

I confirm I understand the above and have suitable ports, adequate access, and will plan for the mechanical installation ahead of the LAND engineer's visit (with LAND support).	
Yes	
No	
N/A	

9. What are your key objectives for using AMECare Heat Up?	
Faster, more uniform heat up or cool down	
Controlled cooldown with reduced potential for thermal shock or refractory damage	
Improved decision-making	
Enhanced long term furnace reliability	
Other:	

10. Preferred contact for quotation and scheduling:	
Name:	
Position:	
Company:	
Email:	
Phone:	

11. Would you be interested in an online meeting to review the available options and experience of the LAND team?	
Yes	
No	

## CONTACT US

WEB: [www.ametek-land.com](http://www.ametek-land.com)

EMAIL: [land.enquiry@ametek.com](mailto:land.enquiry@ametek.com)

We are fully committed to Quality Assurance. See all our accreditations at [AMETEK-LAND.COM/QUALITY](http://AMETEK-LAND.COM/QUALITY)