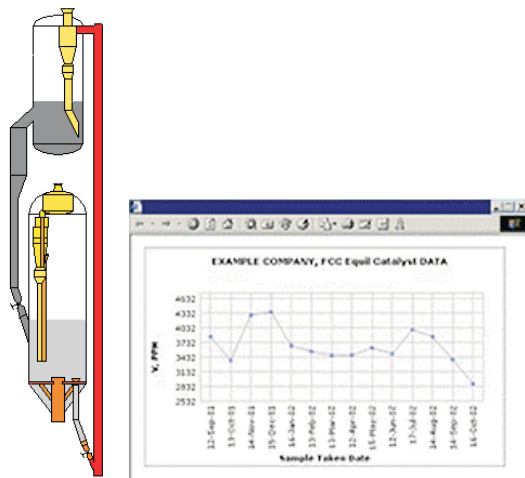


# Technical Support Service™

A Technical Service Solution for FCC



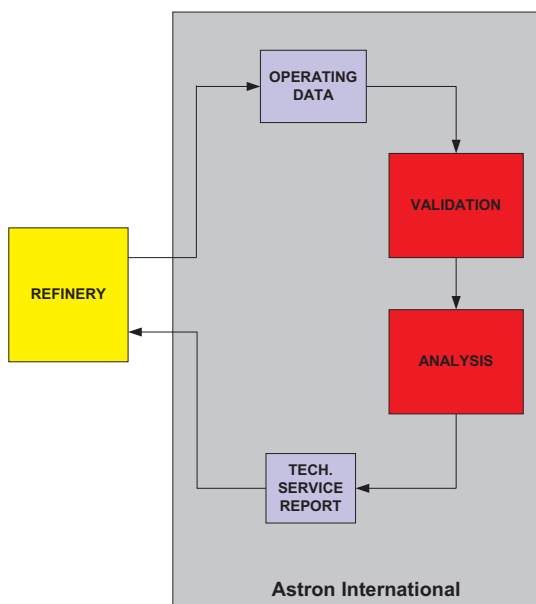
Technical service typically requires the analysis of complex operating data. Operating units generate an overwhelming amount of data and there are limited human resources to analyze the information generated. More often, data analyses are only conducted in response to operating problems and ongoing optimization opportunities are lost resulting in loss of revenue. Astron International has developed a *Technical Support Service™* (TSS) to assist refiners and their suppliers in capturing these lost opportunities by providing rigorous analysis of operating data on a routine basis.



The major benefits of *Technical Support Service* for FCC units are as follows:

- Reduce technical service costs
- Improve operating bottom line
- Identify unit problems early
- Use human resources effectively

In this service, refinery FCC unit operating data reports will be run through a comprehensive process that will examine data quality, mass balance, heat balance, and critical operating and yield ratios. Technical Support Service reports will be generated on a regular basis that highlight issues of operational significance for consideration by the refiner.



## Astron Services at Work

*Technical Support Service* is available from Astron International, Inc., the founder of Refining Online®. For more information on TSS please visit [www.refiningonline.com](http://www.refiningonline.com) or contact Astron International, Inc. using the information provided below.