

Sustain Program for Retired Programmable Automation Control (PAC) Systems

- Minimize risk of lost production
- Expedite troubleshooting
- Eliminate gaps in support
- Gain predictable support costs

Introduction

Legacy customers may have concerns about the availability of factory support for various Programmable Automation Control (PAC) systems post product line retirement dates. Modernization plans vary, with some planning to modernize their existing systems, while others choose not to modernize because of a planned closure of their site at some known future date. In either case, the availability of factory support beyond the product line retirement date is a concern.

The Sustain Program provides a bridge of factory support for existing system, between the product line retirement date and completion of a modernization plan. Each Sustain Agreement will be customized to meet individual customer needs for future support.

Your Sustain Agreement will be based on a thorough system evaluation. Recommendations for support will consider such things as available onsite resources, failure history and modernization schedule. While Technical Support, access to online support information and advance exchange for broken parts are included in the sustain agreement, other support services may be recommended on an as-needed basis.

Benefits

Minimize risk of lost production: As you modernize to a latest technology, your existing system remains important to the productivity of your plant. A Sustain Agreement provides access to resources – both personnel and hardware – which reduces



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the risk of downtime or lower productivity throughout the modernization timeline.

Expedite troubleshooting: Our factory experts are highly trained and experienced to provide quick, dependable maintenance recommendations and answers. Technical Support, the foundation of every Sustain Agreement, provides you with the answers you need, when and where you need them.

Eliminate support gap: Many customers' plans for modernization were stalled due to the global economic slowdown. A Sustain Agreement bridges the product support gap between product retirement and completion of your modernization.

Gain predictable support costs: Each Sustain Agreement will include pricing for every year covered by the agreement. This makes budgeting for future system maintenance much easier and more predictable.

Service Description

Emerson’s Sustain Program is intended to help bridge existing retired PAC systems support, as customers schedule and complete their modernization plans.

Service Offerings

The Sustain Agreement includes Technical Support, access to online support information and a certain number of certified refurbished assembly per year. The service elements of a Sustain Agreement are described below.

- Technical Support – Included in the Sustain Agreement is Technical Support, which provides direct technical telephone support from Emerson professionals who can answer questions and troubleshoot system issues.
- Access to Online Support Information – Included in the Sustain Agreement is an information retrieval service. This contains technical knowledge base articles that often include download files and other specific information needed to quickly resolve or avoid known product issues. In addition, an online support request form provides an alternative to telephone support for submittal of non-urgent issues or to furnish written documentation and electronic files to our technical staff.
- Advance Exchange for Broken Components – This element of the agreement will define an inventory of replacement parts to be held for your system by Emerson. Should these components fail, they will be replaced with ones from the Sustain inventory at a fixed price which will make budgeting more predictable.

Ordering Information

Description	Model Number
Sustain Program	Contact your local Emerson Service Representative for a Quote

PRE-SALE QUALIFICATION: In situations where a task or “micro-project” is under consideration utilizing this service, a written summary of the project objectives and expected timing must be received and reviewed by Emerson Automation Solution prior to order acceptance. This is a safe guard for the customer to ensure the necessary Emerson Automation Solution resources are available within the expected timing and to define the scope of service along with a budgetary estimate for the work required. Emerson Automation Solution reserves the right not to quote a project at any time.

To learn how comprehensive Lifecycle Services solutions address your process automation needs, contact your local Emerson sales office or representative.

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Americas Support – Technical and Commercial

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Primary language of support: English

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Primary languages of support: English, German, Italian, Spanish

Asia Support – Technical and Commercial

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Email for Commercial Support Asia: customercare.cn.mas@emerson.com

Primary languages of support: Chinese, English

Support Website: www.emerson.com/iac-support

Home Website: www.Emerson.com/industrial-automation-control

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