

Machinery Health Management Support Agreement



Offering Extended Value and Flexibility

To Help You Get The Most Out Of Your Machinery Health Management Technology

- Faster Problem Solving to Maintain Equipment Performance
- Better Operating Performance
- Improve Capital Efficiency
- Preferred pricing and a predictable support budget

Introduction

We created our Machinery Health Management Lifecycle Services program offering to meet your plant's particular and comprehensive needs and to address your operational and business imperatives and challenges.

The Support Agreement program assists customers in actively managing their Machinery Health hardware and software assets and lifecycle costs.

Support Agreement Benefits

Faster Problem Solving to Maintain Equipment Performance:

The Support Agreement provides priority access by phone to our Emerson experts. Our remote diagnosis service can connect your products to factory experts on various topics and products for rapid and effective issue resolution.

Better Operating Performance:

Proactive maintenance using Emerson's well-qualified and recommended approach. We assist your site team to shift from Reactive (fix on failure) to Proactive (maintain on schedule, maintain using known information) to reduce unplanned unavailability.

Improve Capital Efficiency: By keeping current with releases to leverage technology advantages that your site team can enhance Machinery Health and equipment capabilities on an on-going basis. Use Software and Firmware updates and Trade-In programs that improve plant yield, process efficiency, and bottom line business results.

Preferred pricing and a predictable support budget: The Support Agreement offers special program pricing compared to a time and materials based service. The service includes 24/7 expert factory phone support, software and firmware updates, software upgrades, repairs, battery replacements and discounts on future hardware and software that reduces your overall costs significantly.

Support Agreement Deliverables

Expert Technical Phone Support 24x7: Emerson will provide product technical phone support 7 days/week, 24 hours/day, 365 days/year through its Global Service Center (GSC).

This support includes assistance for questions or concerns regarding how the product works and what it will do, product issue resolution, locating technical information and advice that can be based on non-application-specific product and system knowledge.

Remote Terminal Access: At the customer's request, Emerson's Technical Specialists will establish a secure connection to the customer's equipment to perform online troubleshooting.

Software Updates, Firmware and Major Releases: Fixes, enhancements and new version releases are provided. Current software releases improve the features and performance of your technology and increase the working life of your initial system investment.

Knowledge Base Articles (KBAs): A way to stay current with the latest technology standards. In addition, it provides Emerson qualified technical information relevant to specific products, plus helpful hints, "how-to" and customer specific solutions.

10% Off Accessory Items: Emerson offers 10% off accessory items with any Machinery Health Management support agreement.

20% Off Training Classes: Emerson offers 20% off training sessions on customer-selected topics.

Trade-In Discounts on Future Hardware &

Software: Maintaining a current Machinery Health Management Support Agreement entitles you to upgrade your technology to future releases of hardware and software well below list price. As your program grows and your own levels of expertise advance, you can easily and cost effectively upgrade to the latest technology.

Repair: Emerson's Support Agreement covers core technology products normal wear-and-tear that comes from normal use of the product to increase product reliability and performance. Revision updates are incorporated and products are cleaned where appropriate as the item is restored to peak operating condition.

Data Migration – Platform Upgrade: Emerson ensures that your configuration is maintained when the customer is upgrading to future Machinery Health Management products.

Annual Battery Replacement Evaluation:

Emerson offers an annual battery replacement for your CSI products. Customers have the opportunity to send the CSI product back for battery replacement evaluation.

Annual Calibration: Emerson provides an annual calibration for your CSI Portable Analyzers so your products perform properly. Regular calibrations keep your program accurate.

CSI 6500 Online Systems Advanced Exchange: Emerson provides advanced exchange for your CSI 6500 Machinery Health Monitor for better operating performance.

Enhanced options

Annual NIST Calibration: Emerson is fully equipped to perform National Institute of Standards and Technology (NIST) traceable calibrations. As part of the Enhanced Support Agreement of the CSI Portable Analyzers, Emerson provides the option for the annual calibration to be NIST traceable.

72 Hours Turnaround Analyzer Repair: As part of the Enhanced Support Agreement of the CSI Portable Analyzers, Emerson will guarantee 72-hours turnaround once the Portable Analyzer is received.

Support Agreement Deliverables	Portable Analyzers CSI 2125 CSI 2130 CSI 2140	Online Systems CSI 6500	Other Products: CSI 52PC CSI 52DV CSI 2600 CSI 5200 CSI 8215 CSI 8225	AMS Machinery Manager
Expert Technical Phone Support 24x7	✓	✓	✓	✓
Remote Terminal Access		✓		✓
Software Updates, Firmware and Major Releases	✓	✓	✓	✓
Knowledge Base Articles	✓	✓	✓	✓
10% Off Accessory Items	✓	✓	✓	✓
20% off Training Classes	✓	✓	✓	✓
Trade-In Discounts on Future Hardware & Software	✓	✓	✓	✓
Repair	✓	✓	✓	
Data Migration - Platform Upgrade				✓
Annual Battery Replacement Evaluation	✓			
Annual Calibration	✓		✓	
CSI 6500 Online Systems Advanced Exchange		✓		
Enhanced Options				
Annual NIST Calibration	✓			
72 Hours Turnaround Analyzer Repair	✓			

Ordering Information:

Please contact your local Emerson sales office or Representative organization for quotation.

To locate a sales office near you, visit our website at:

www.assetweb.com/mhm

Emerson Process Management
 835 Innovation Drive
 Knoxville TN 37932
 T: +1 (865) 675 2110
 F: +1 (865) 218 1478

© Emerson Process Management 2014. All rights reserved. For Emerson Process Management trademarks and service marks, go to: <http://www.emersonprocess.com/home/news/resources/marks.pdf>.

The contents of this publication are presented for informational purposes only, and while every effort has been made to ensure their accuracy, they are not to be construed as warranties or guarantees, express or implied, regarding the products or services described herein or their use or applicability. All sales are governed by our terms and conditions, which are available on request. We reserve the right to modify or improve the design or specification of such products at any time without notice.

