

# EMERSON'S AMS TRAINING AND CERTIFICATION

Frequently Asked Questions



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**Emerson's AMS brand of asset monitoring and health analysis solutions helps you proactively manage your assets to improve reliability. This includes the solutions previously known as CSI.**

**Q1 Where are your scheduled classes held?**

Classes are offered in Emerson Training Facilities in Knoxville, TN and in Austin, TX.

**Q2 Where else could I attend Emerson's Machinery Health Management training classes?**

Machinery Health Training and Certification classes are occasionally offered in other cities or can be taught on-site within the customer's facility. On-site courses may follow the established course curriculum or be customized to meet specific program needs. On-site customized training is quoted separately. Please contact Training Manager at 800-675-4726 or [MHM.Training@Emerson.com](mailto:MHM.Training@Emerson.com) for discussion.

**Q3 Do you give any discounts for being current on Guardian Support? Any discount for early registration?**

Customers who renew their Support Agreements are eligible for 20% discount for attendance in Machinery Health Management courses. Discount is good for the duration of the support agreement and limited to attendance at the scheduled open enrollment courses in Knoxville TN, Austin TX, Seattle WA or Las Vegas NV. Discount is also applicable for Virtual Classroom sessions or Blended Learning sessions.

Ten percent (10%) course discount for registrations received at least one month prior to the starting date of the class.

**Discounts cannot be combined on a single training attendance – only one discount per registration is allowed.**

**Q4 When should I arrive at the training location for the training class?**

For courses that start at 8:30am, doors open at 7:30am. For courses that begin at 1:00pm, please arrive no earlier than noon.

**Q5 Are there any meals provided along with the training class?**

Light breakfast foods such as pastries and juice are provided on all course days that begin at 8:30am. Lunch is provided on all full course days. When class begins at 1:00pm or ends at noon, no lunch is provided. Beverages are available throughout the day.

**Q6 What is the deadline to cancel class attendance?**

The deadline is two weeks prior to the first day of the scheduled class.

**Q7 What if I cannot attend a class that I am registered for?**

If you cancel before the deadline (two weeks prior to the first day of the scheduled class), you can receive a full refund for the cost of the course, or reschedule your attendance. If you cancel after the deadline but before the course begins, you can receive either a 50% refund of the cost or reschedule for the next available class. If you cancel after the course begins or do not show up, you forfeit the entire cost of the class.

In case of a sudden, serious illness or a death in your immediate family, you or your company must notify us within 24 hours that you cannot attend. This will give another person an opportunity to attend the course.

If you do not notify us within 24 hours after an emergency arises, you must pay the 50% penalty for late cancellation.

**Q8 What if I have a certificate that entitles me to one free training class?**

If paying with a CERTIFICATE, please note the certification number (i.e. ACERT5 S/N 1234) with your registration, email a scanned copy to [Education@Emerson.com](mailto:Education@Emerson.com), and bring the original to class.

If you register for a course attendance with a certificate, you may cancel before the deadline and reschedule. If you cancel after the deadline but before the course begins, you will owe the 50% cancellation fee. If you cancel after the course begins, however, you forfeit the course attendance. To reschedule a course, you must pay full price.

**Q9 What should I bring to training?**

We provide equipment and software needed for all courses except:

- If you attend an Infrared Thermography class, we request you bring your own IR camera.

**Q10 Can you create classes to fit my training needs?**

Yes. This is done regularly for customers with unique or specific training needs. For example, if you need training on basic vibration analysis but would also like assistance with oil or ultrasonic analysis, course curriculum can be tailored to cover multiple technologies.

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**Q11 Can I purchase other equipment or items while I am there?**

Yes. The Training Administrative Coordinator or Training Manager can assist you in purchasing items that you can then hand-carry or have shipped to your facility (available at Knoxville Training Center only).

**Q12 I would like to see other products while I am at training, where do I go?**

Consult the Training Administrative Coordinator or Training Manager. They will make arrangements for product demonstrations during your break times or before/after training sessions (available at Knoxville Training Center only).

**Q13 What hotels and airline travel arrangements do you recommend?**

For directions and recommended hotels, please [click here](#). Do not purchase non-refundable airline tickets in the unavoidable event that a scheduled training course is cancelled. Emerson reserves the right to cancel any class if the need arises, and cannot be responsible for non-refundable airlines tickets.

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