
Product Support Guideline for Online Machinery Monitors

Since the introduction of our first online vibration monitoring systems more than fifteen years ago, Emerson Process Management has been an acknowledged leader in providing long-term product support and cost-effective migration paths to technological advancements for online monitoring systems. Today, the Emerson product development philosophy continues to emphasize technical compatibility and the preservation of our customers' technology investments. We're proud of the fact that many of our vintage online monitoring systems are still in operation around the world today, and challenge any of our competitors to match our record of forward migration and long-term product support.

Like other technology suppliers, however, the advent of open systems technology and the general acceleration of technological advancements over the past decade have impacted our ability to provide a continuous level of support for all systems. While Emerson cannot control all aspects of our product support offerings, we can and will work to inform users as early as possible of any products or components that are discontinued by our suppliers. Emerson will also inform users of the impact that these component-sourcing issues may have on existing systems.

The Product Support Guideline for Online Machinery Monitors is both realistic and responsive to users' requests that we provide information on product obsolescence, support options and migration alternatives. In conjunction with this new guideline, Emerson will continue to purchase "last time buys" of limited-production components and offer refurbished components where possible.

Product Support Guideline

Emerson Process Management will provide systems, products and services that allow its customers to maximize the life of their process management system investment.

Emerson Process Management will provide a minimum of ten years of product support as described below:

Current Product	The most current product offered, with published pricing, normal lead times, and complete support. These products are recommended for all new systems and major expansions.
Active Product	Products that have been functionally replaced by the most current product, but remain available with published pricing, normal lead times, and complete support. These products are intended for expansion of existing systems where the need for product consistency outweighs the features, performance, and longer-term potential of the current product. The transition to Active Status marks the start of the product support commitment.
Supported Product	Product support is available, but oriented toward maintenance (i.e. Technical Support, replacement parts, repairs and field services) rather than system expansion. System Life Cycle Planning is encouraged to address long-term support and expansion.
Retired	These products are not available for purchase. Product support is limited and on a paid-for annual agreement basis, potentially slower and more costly, and subject to material availability. The transition to Retired Status marks the completion of the product support commitment.

This guideline pertains to Emerson's Online Machinery Monitors, including the CSI 4500 Machinery Health Monitor, the CSI 6000 Machinery Health Monitor, the CSI 6500 Machinery Health Monitor, the CSI XP32 and the CSI 2600 Machinery Health Expert. Specific monitors, related hardware modules, firmware and software covered by this guideline can be found in the following chart:

Life Cycle Planning for Online Monitors				
	Current	Active	Supported	Retired
A4500R*	2000	2005	2006	2013
A4500S*	2000	2005	2006	2013
A4500Q	2002	2005	2006	2013
A4500M	2005	2009	Q4FY10	2013
A4500T	2005	2009	Q4FY10	2013
A4532Q	2006	2009	Q4FY10	2013
A4500MS	2005	2010	Q4FY10	2013
A4500XP-32	2007	2008	Q4FY10	2013
CSI 6000	2008			
CSI 6500	2009			
CSI 2600	2011			

*The most current Machinery Health Monitor is the CSI 6500 which is the replacement for the CSI 4500. The CSI 4500 Machinery Health Monitors are no longer available for purchase. Customer support expertise and billable repair is available. Please contact your account representative to start planning your migration path to the CSI 6500.

Note: AMS Machinery Manager software is backward compatible with all hardware in the above table. In addition, all hardware in the above table may coexist on the same physical Ethernet network.

Hardware:

- Repair and exchange services will be offered for as long as equipment and materials are available to Emerson.
- At times, Emerson may offer functional replacement products or refurbished parts in support of this guideline. This would occur only when outside sourcing factors prevent the manufacture of new products of the original design. Non-Emerson designed products supplied by Emerson may have a shorter support life. For example, personal computers are generally limited to three years of product support by the original equipment manufacturer. Emerson will endeavor to qualify sources for non-Emerson designed products based on suppliers' commitment to long-term support and product migration.

Technical Support and Software:

- In addition to the current software release, technical phone support and remote diagnostic services will be provided for active and supported releases of software with the understanding that it may become necessary to upgrade to the current release in order to satisfy some requests for assistance.
- Software updates are only available for the current software release.



Training:

- Both regular classroom courses and custom training using customer equipment will be available for current and active products and for retired products if sufficient demand exists.

Site-Specific Services:

- Planned and remedial maintenance services will be available as long as equipment and material are available to Emerson.

Retired Products:

- Support for retired products usually requires migration of the system to an Emerson specified combination of products and software revision levels selected to provide the most cost-effective dependable long-term hardware and software product support.

Mapping Emerson Process Management Product Lines to Guideline Support Levels

As evidenced by the initial product introduction date, Emerson has typically provided long-term product support beyond the ten-year commitment defined in the guideline. Those products now classified in the Retired category have been supported by Emerson between 10 and 15 years.

Emerson makes every effort to forecast the timing of changes in life cycle status, and to share that information with users so they may make informed decisions regarding ongoing system support and future migration.

System Life-Cycle Planning

In conjunction with the Product Support Guideline, Emerson has developed a set of tools to help users perform effective System Life Cycle Planning. These tools are designed to help users develop both a site-specific, near-term System Level Maintenance Plan as well as a longer-term System Migration Plan.

These plans are based on a number of factors including:

- System Hardware Inventory Spare Parts Inventory
- Current component sourcing issues
- Customer near- and long-term requirements for functionality, expansion and business system integration

Users are encouraged to contact their local Emerson Process Management Sales or Sales Representative Office for additional product support details and information on System Life Cycle Planning tools.

Mapping Product Support Levels to Life Cycle Activities

The following tables clarify how each life-cycle activity is impacted by the product support level. Definitions of terms used in the table are:

Available	Item or service is offered for sale, with normal price and delivery
Quotation	Item or service is offered for sale, with price and delivery determined on a per-order basis.
If Able	Item or service is offered for sale on a quotation basis, contingent upon Emerson Process Management ability to supply.
No	Item or service is not available

Life Cycle Activity	Product Status		
	Current & Active	Supported	Retired
Product or Spares Purchase			
Complete product (including software)	Available	If Able	No
Hardware spare, new	Available	If Able	No
Hardware spares, refurbished	Quotation	Quotation	If Able
Consumable parts (filters, fuses, bulbs, etc.)	Available	Available	If Able
Hardware Repair & Replacement	Current & Active	Supported	Retired
Contract repair service (Known cost and assured repair or replacement)	Available	Available	Quotation
Contract exchange service (Known cost and assured availability)	Available	Available	Quotation

Technical Support	Current & Active	Supported	Retired
Contract technical phone consultation (Known cost and assured availability)	Available	Available	Quotation
Training	Current & Active	Supported	Retired
Emerson Process Management classroom training	Available	If Able	No
Custom training (on customer's equipment)	Available	Quotation	If Able
Site-Specific Support	Current & Active	Supported	Retired
Contract planned and remedial maintenance (Known cost and assured availability)	Available	Available	Quotation
Integration and system engineering support	Available	Quotation	If Able
Software Updates	Current & Active	Supported	Retired
Individual purchase of software updates (To obtain latest revision)	Available	Quotation	No
Software under Maintenance Agreement (Known cost to receive latest revisions)	Available	If Able	No
Provision of Emerson Process Management defined critical fixes (available only for the latest revision)	Available	Quotation	No
Software media replacement, for latest revision	Available	Quotation	If Able
Software media replacement, for prior revisions	If Able	No	No

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