

Component Coverage



Minimize Disruption of Plant Operations - Get Components Repaired or Exchanged Quickly

The SureService Component Coverage module is designed to help you get critical components repaired or exchanged as quickly and cost effectively as possible, thus minimizing disruption to plant operations. For a single, fixed fee, Component Coverage includes the repair of all Emerson-supplied components that have an assigned Emerson Process Management Power & Water Solutions part number.

When possible, Component Coverage subscribers will not have to wait for repair of a malfunctioning part. As soon as a defective part is received, a replacement part is located within our exchange inventory and shipped to the site. Subscribers can also arrange for a replacement part to be shipped in advance.

All exchange parts are thoroughly tested and include the latest enhancements and upgrades. When a part is not available in the exchange inventory, or if you request repair rather than exchange, our Component Coverage team follows a strict methodology. This ensures that the malfunctioning part goes through detailed inspection, repair, and testing procedures to return it to proper working order.

Ensuring complete accountability, each repaired part is returned with a detailed repair report that outlines the malfunction, how the part was tested, and what repairs were performed.

Classic System Component Coverage

Extend the Life of Your Vintage Control Systems

Classic system component coverage extends spare parts, parts exchange, and repair services to control systems that have reached “retired” status. Component coverage for these older systems will be available as long as the market on the necessary spare parts remains open and repair of those parts is possible. With this SureService module, a blanket purchase order is used on an as-needed basis throughout the term of the contract for repairs and replacement of components.

Purchase of the Classic Component Coverage module can be applied towards SureService packaged discounts.



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