

# DeltaV™ Factory Module Replacement Service

- Reduce inventory costs.
- Minimize lost production.
- Accomplish cost-effective maintenance.



*The right part in the right place at the right time.*

## Introduction

Factory Module Replacement, part of the SureService solution, is a valuable service that supports the essential spares requirement for your DeltaV™ distributed control system (DCS) and safety instrumented system (SIS), by providing direct access to required spares from Emerson Process Management.

Factory Module Replacement service can assist in meeting your basic needs to ensure process availability, asset utilization and attainment of cost management objectives. These services extend your system's lifecycle while lowering your total cost of ownership.

## Benefits

**Reduce inventory costs.** Minimize ongoing related costs for storage, periodic checkout, inventory administration and spares upgrades to match online equipment upgrades. Factory Module Replacement service enables you to reduce your spares inventory and invest your capital elsewhere.

**Minimize lost production.** Ready-to-ship replacement spares will help you achieve measurable and meaningful results in your system's availability and productivity. Your part will be shipped within 24 hours (next business day) after completion of the return authorization request process, minimizing lost production.

**Accomplish cost-effective maintenance.** Factory Module Replacement service provides maintenance budget certainty and good value. You keep just the critical on-site spares you require, knowing that a replacement for any spare you consume is on its way.

In the process automation industry, Emerson is the acknowledged leader for delivering quality support and customer satisfaction after the sale.

## Service Description

The standard warranty period for the DeltaV DCS and SIS (hardware only), excluding workstations (PCs) and application server equipment, is 12 months from initial installation, but not greater than 18 months after shipment. Emerson offers Factory Module Replacement service to extend the standard hardware warranty.

The following description further defines the Factory Module Replacement service including general conditions:

- Factory Module Replacement service provides replacement of an enrolled system's failed assemblies with new or refurbished Emerson Factory assemblies, at no additional cost, and replacement assemblies are warranted for one-year. Factory Module Replacement service provides replacement modules for all Emerson PSS Price Book DeltaV and DeltaV supported products that are in a lifecycle status of Current, Active or Supported, and the where original factory shipment date does not exceed 15 years.
- Factory Module Replacement service is based on a specific DeltaV DCS or SIS ID with system in proper working condition. The DST counts of multiple systems may be consolidated for systems within the same site.
- Emerson Process Management will ship replacement assemblies within one regular business day following completion of the return authorization request process.
- Factory Module Replacement service does not include Dell products such as workstations, service, monitors, printers and other Dell manufactured items and associated peripherals. The service also does not include non-standard "buy-out" products such as Stratus Fault Tolerant servers, special network and third party interface devices.
- Replacement assemblies will be provided on an exchange basis only.
- Factory Module Replacement service is intended for failed item replacement only. It is not for purposes of updating, refurbishing, checkout, re-configuring, calibrating or cleaning of the DeltaV DCS or SIS.

- For a covered system with assemblies in a Retired lifecycle status, a drop-in replacement for a failed Retired assembly will be provided if available. However, if a drop-in replacement is not available, the failed Retired assembly is not covered by the service.
- In hardware redundancy situations and where a newer drop-in replacement is available for a failed Retired assembly, FMR does not cover replacement of the second (functional) assembly.
- Expert Technical Support and On-Site services are available at an additional cost to provide fault isolation, removal or installation of spares, software reinstallation, etc.

## Customer Responsibilities

In order to ensure the effectiveness and responsiveness of the Factory Module Replacement program, the Customer will be expected to meet the following obligations:

- Identifying, removing, and re-installing an assembly within a system or product, at their own expense.
- Properly packing failed assemblies so as to reasonably protect them from physical and electrostatic damage during return shipment.
- Customers are required to send back a like item within seven days of receipt of the provided replacement. Failure by the Customer to return the defective assembly within the time provided will result in being invoiced for the replacement assembly at the prevailing spare assembly price at that time.
- Failed assemblies returned to Emerson Process Management that have been mechanically damaged, modified without authorization, immersed in liquid, corroded, damaged by fire, or are otherwise unsuitable for reconditioning are subject to rejection. Emerson Process Management will invoice the Customer for any rejected assembly at the spare assembly price prevailing at that time.

## Ordering Information

Description	Model Number
Factory Module Replacement (12-month extended warranty)	VE9005Sxxxx*

\*Where xxxx represents the DeltaV DST size, up to 30,000 DSTs

To learn how comprehensive Lifecycle Services solutions address your process management needs, contact your local Emerson sales office or representative, or visit [www.emersonprocess.com](http://www.emersonprocess.com).

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