

Technical Support Information

Effective June, 2016

Emerson Process Management, Process Systems & Solutions Technical Support and Customer Service

For a listing of local Emerson Process Management Representatives and Field Service Offices please go to:
<http://www.emersonprocess.com/systems/reach>

Following is Contact Information for the Global Service Center (listed by country):

North America (NA) and Latin America (LA)

Country	Coverage	Toll-Free	Alternate (caller pays)
US/Canada	Customer & Support Company	Technical Support: 1 800-833-8314, 1-877-812-4036 Customer Service: 1-888-367-3774	+1 512-832-3774
Mexico	Customer & Support Company	01-800-062-1077 01 800 088 33 5828	+1 512-832-3774
Mexico City (local)	Customer & Support Company	(55) 5809 5408	+1 512-832-3774
Argentina	Customer & Support Company	0800 266 4500	+1 512-832-3774
Bolivia	Customer & Support Company	800 100 959	+1 512-832-3774
Brazil	Customer & Support Company	N/A	+1 512-832-3774
Chile	Customer & Support Company	1 230 020 5575	+1 512-832-3774
Colombia	Customer & Support Company	1 800 518 1623	+1 512-832-3774
Costa Rica	Customer & Support Company	N/A	+52 55 5809 5408, +1 512-832-3774
Dominican Republic	Customer & Support Company	1 800 7519001	+1 512-832-3774
Ecuador	Customer & Support Company	Dial 1999-119 then 888 846 4838	+1 512-832-3774
El Salvador	Customer & Support Company	800 6893	+52 55 5809 5408, +1 512-832-3774
Guatemala	Customer & Support Company	N/A	+52 55 5809 5408, +1 512-832-3774
Jamaica	Customer & Support Company	N/A	+1 512-832-3774
Nicaragua	Customer & Support Company	N/A	+52 55 5809 5408, +1 512-832-3774
Panamá	Customer & Support Company	N/A	+52 55 5809 5408, +1 512-832-3774
Peru	Customer & Support Company	0800 77958	+1 512-832-3774
Trinidad & Tobago	Customer & Support Company	1888 456 1407	+1 512-832-3774
Venezuela	Customer & Support Company	0800 1008731	+1 512-832-3774
Other Latin America countries	Customer & Support Company	N/A	+1 512-832-3774

Asia Pacific (AP)-LBP's and FSO's

Country	Coverage	Toll-Free	Alternate (caller pays)
Australia	Customer & Support Company	0011 800 3562 3562	+ 61 2 82239394
China	Customer & Support Company	800 820 2270	+ 63 2 702 1111
India	Customer & Support Company	000 800 440 1117	+ 63 2 702 1111
Indonesia	Customer & Support Company	001 803 44 2152	+ 63 2 702 1111
Malaysia	Customer & Support Company	1 800 88 1572	+ 63 2 702 1111
New Zealand	Customer & Support Company	00 800 3562 3562	+ 64 9970 3112
Singapore	Customer & Support Company	800 1863 004	+ 63 2 702 1111
Thailand	Customer & Support Company	00 1 800 441 3508	+ 63 2 702 1111
Other AP Countries	Support Company	N/A	+ 63 2 702 1111

Middle East, Africa (EMA)-Representatives and FSO's

Country	Coverage	Toll-Free	Alternate (caller pays)
Angola	Customer & Support Company	N/A	+ 63 2 702 1111
Bahrain	To call Dubai office	N/A	+ 63 2 702 1111
Egypt	Customer & Support Company	0800 000 0015	+ 63 2 702 1111
Israel	Customer & Support Company	N/A	+ 63 2 702 1111
Kuwait	Customer & Support Company	6632-9901	+ 63 2 702 1111
Nigeria	Customer & Support Company	N/A	+ 63 2 702 1111
Oman	Customer & Support Company	800 77630	+ 63 2 702 1111
Qatar	Customer & Support Company	4431 0044	+ 63 2 702 1111
Saudi Arabia	Customer & Support Company	800 844 1196	+ 63 2 702 1111
South Africa	Customer & Support Company	800 991 390	+ 63 2 702 1111
United Arab Emirates	Customer & Support Company	800 0630 0019	+ 63 2 702 1111

Western Europe-LBP's and FSO's

Country	Coverage	Toll-Free	Alternate (caller pays)
Belgium	Support Company	N/A	+ 63 2 702 1111
France	Support Company	N/A	+ 63 2 702 1111
Germany	Support Company	N/A	+ 63 2 702 1111
Ireland	Customer & Support Company	1-800-924-745	+353 (0) 1407 3409
Italy	Support Company	N/A	+ 63 2 702 1111
Netherlands	Support Company	N/A	+ 63 2 702 1111
Portugal	Support Company	N/A	+ 63 2 702 1111
Spain	Support Company	N/A	+ 63 2 702 1111
United Kingdom	Customer & Support Company	0 800 783 0116	+ 63 2 702 1111

Central & Eastern Europe

Countries: Austria, Belarus, Bulgaria, Czech Republic, Estonia, Georgia, Greece, Hungary, Kazakhstan, Lithuania, Poland, Romania, Russia, Slovakia, Slovenia, Switzerland, Turkey, Ukraine: +63 2 702 1111 (caller pays)

Country	Coverage	Toll-Free	Alternate (caller pays)
Czech Republic	Customer & Support Company	800 900 482	+ 63 2 702 1111
Poland	Customer & Support Company	800 441 1688	+ 63 2 702 1111
Romania	Customer & Support Company	800 894 483	+ 63 2 702 1111

Scandinavia-LBP's and FSO's

Country	Coverage	Toll-Free	Alternate (caller pays)
Denmark	Customer & Support Company	00 800 3161 3161	+45 3832 2924
Finland	Customer & Support Company	00 800 3161 3161	+358 9 6937 9678
Norway	Customer & Support Company	00 800 3161 3161	+47 2316 2893
Sweden	Customer & Support Company	00 800 3161 3161	+46 8 5853 6903

Global Service Center / Online & Email Customer Service Contact Information

Your Single Point-of-Contact for Factory Support and Service.

E-Mail: ap-sms@ap.emersonprocess.com or ap-sms@emerson.com

Web:

Guardian Support: <http://guardian.emersonprocess.com>

Guardian Support coverage required.

Foundation Support: <http://www.emersonprocess.com/systems/support/>

Additional access may require Foundation Support coverage.

Regular Hours of Operation

For DeltaV, Smart Wireless Field Networks, Smart Wireless Plant Networks, AMS Suite Device & Handheld Products and Syncade Smart Operations Management Suite – 24 hours a day, 7 days a week.

For RS3 & PROVOX – Regular hours of support are 7:30 AM to 5:30 PM Mon.-Fri. Caller's Local Time.* Technical Support may require a Sustain Support plan.

**Hours listed above are for customers located in North and Latin America. Regular hours of operation for PROVOX and RS3 support in other world areas may vary depending on local country guidelines.*

For CSI 4500 – 24 hours a day, 7 days a week. Technical Support may require a Sustain Support plan.

Emergency Support is available 24 hours a day. Please use telephone access to obtain support for emergency situations after hours. Requests for assistance via email or the Internet support web site are only monitored during regular hours of operation.

Please note that you will be asked to provide the following information for verification process and call ticket creation:

- Product Line** (DeltaV, AMS Device Manager, Syncade, Machinery Health and CSI brand products, Field Communicators)
- Product Version**
- Serial Number** (For Field Communicators, Machinery Health and CSI brand products, other devices); or **System ID** (For DeltaV, AMS Device Manager, Syncade, Machinery Health and CSI brand products)
- Is the system in Testing/ Commissioning/New Project phase? If YES, provide Target Completion Date

Technical Support Rates

	NALA, MEA, and AP Rates	
For product technical telephone consultation and remote systems diagnosis	During regular hours of support	After hours emergency support
DeltaV, AMS Suite and Syncade - Phone support with Foundation Support or Guardian Support	No charge	
DeltaV, AMS Suite & Syncade - Phone support without a Foundation Support or Guardian Support plan	\$2500 base fee charge (includes first 4 hours), plus \$400 per hour for each additional hour	
PROVOX & RS3 - Phone support with a Sustain Support plan	No charge	\$5000 base fee charge (includes first 8 hours), plus \$400 per hour for each additional hour
PROVOX & RS3 – Phone support without a Sustain Support plan	Contact the Emerson Global Service Center or your local Emerson service provider	
MHM Suite, portable analyzers, online systems (CSI 6500 and CSI 2600), oil analyzers and laser heads – Phone support with active support agreement	No charge	
Current, active or support MHM Suite, portable analyzers, online systems (CSI 6500 and CSI 2600), oil analyzers and laser heads – Phone support without active support agreement	\$2500 base fee charge (includes first 4 hours), plus \$400 per hour for each additional hour	
Retired MHM portable analyzers and laser heads without a Sustain Support plan	\$3000 base fee charge (includes first 4 hours), plus \$400 per hour for each additional hour	
CSI 4500 and XP32 online systems – Phone support with a Sustain Support plan	No charge	
CSI 4500 and XP32 online systems – Phone support without a Sustain Support plan	\$5000 base fee charge (includes first 8 hours), plus \$400 per hour for each additional hour	
CSI 9420 2.4 GHz – Phone support	No charge	
CSI 6300 and CSI 6350 – Phone support	TBA	
Smart Wireless Field Network (Support for the process configuration within the Smart Wireless Gateway to the host interface is fee-based)	No charge	
Wireless Plant Network - Expert Technical Support plan with 24-hour option	No charge	
Wireless Plant Network - Expert Technical Support plan with standard hours support	No Charge	\$325 per hour, 4 hour minimum
Smart Wireless Plant Network without Expert Technical Support Plan	\$325 per hour, 4 hour minimum	\$400 per hour, 4 hour minimum