



Minimize Risk of Lost Production and Costs to Maintain Your Legacy System

“An estimated \$65 billion worth of installed process automation systems in the world today are nearing the end of their useful lifecycle.”

–ARC Distributed Control Systems Worldwide Outlook

Process manufacturers with PROVOX™ and RS3™ automation systems may be concerned about factory support availability beyond the October 2013 retirement date of those product lines. Some who are modernizing to the DeltaV™ system may not be able to complete their modernization project prior to the retirement date. Others may have chosen not to modernize because of a future planned site closure date. In either case, there are many risks and challenges to running the legacy system beyond retirement.

While continuing to run an aging system may keep short term capital costs down, production and maintenance costs will ultimately escalate.

What if ...

- You knew you could count on factory expertise for support of your legacy system after your company experts retire?
- You knew you could still get factory certified repair services after your legacy system’s retirement date?
- You could get replacement assemblies for your legacy system from Emerson’s CERTIFIED REBUILT inventory at guaranteed prices?

MODERNIZATION PLANS DELAYED

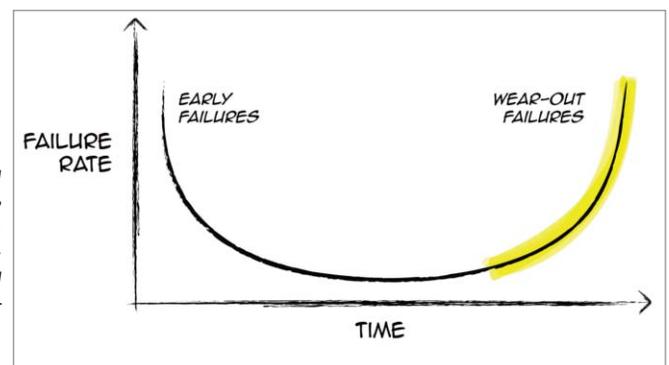
Many companies slowed or stopped spending on planned projects in response to the global economic slowdown. The effects of the spending cuts included process companies’ plans for automation system modernization.

SYSTEM EXPERTS RETIRING

As the PROVOX and RS3 systems near their retirement date, the site’s system experts may also be nearing retirement age. Yet, the system may have to be maintained for additional years without your onsite experts.

MAINTENANCE BUDGETS

As the PROVOX or RS3 system ages, predicting system maintenance costs for the year will become more and more difficult. The ‘bathtub curve’ predicts that more failures will occur, but the cost of those failures may not be easy to forecast.



PARTS AVAILABILITY

Budgeting may also be difficult due to limited parts availability. Individual assemblies for PROVOX and RS3 systems may not be easy to source. Even repairing some assemblies is becoming more difficult because of component obsolescence.



SUSTAIN PROGRAM FOR PROVOX® & RS3™

FACTORY SUPPORT AFTER PRODUCT RETIREMENT

The Sustain Program for PROVOX and RS3 assures you of factory support after the product retirement date. Each Sustain agreement is customized to meet individual customer needs for future support—taking into consideration onsite resources and modernization schedules. The Sustain Program for PROVOX and RS3 provides the following factory services after product retirement:

Technical Support. A core service to help support your PROVOX or RS3 system, Technical Support provides direct technical telephone support, remote system diagnosis and access to online service information.

CERTIFIED REBUILT Service. When system assembly repairs are needed, Emerson's CERTIFIED REBUILT service provides factory repair and refurbishment of assemblies, updating them to the latest factory standards.

Factory Module Replacement. Emerson will hold a dedicated inventory of replacement assemblies for your system. Should you experience an assembly failure, Emerson will exchange the failed assembly with one from your Module Replacement inventory.

Extended Computer Availability. Provides easy access to factory certified, remanufactured Dell™ workstations and servers that are no longer available as new. All units are rebuilt to original factory specifications and come with a one-year warranty.

Factory or Local Onsite Services. Trained factory or local Emerson expert service specialists can assist with configuration, troubleshooting or regular site maintenance.

Training. Product training courses customized to fill specific knowledge gaps are available through Emerson Educational Services.

EXPEDITE TROUBLESHOOTING

With the Sustain Program, Technical Support during normal business hours is the basis of every agreement. There is also the option of 24 x 7 Technical Support. You will have access to Emerson factory experts, who can provide the answers you need, when and where you need them.

PLAN AND BUDGET EFFECTIVELY

The Sustain Program enables facilities to have predictable support costs through the completion of their modernization. Each Sustain agreement is customized – with pricing that takes into consideration your onsite resources and schedule for modernization. Pricing is provided for each year of the Sustain agreement, so budgeting is simplified.

For more information, contact
your local sales office or visit:
EmersonProcess.com/PSS/Contact

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“We thought we could support our legacy equipment on our own, but found ourselves scrambling when we started experiencing a sharp increase in wear-out failures that cost us \$400K in lost production.”



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