

# Guardian™ Support for Machinery Health Products

- Incident Management.
- Lifecycle Management.
- Risk Management.
- Preferred pricing and a predictable support budget.



*Offering extended value and flexibility to help you get the most out of your machinery health technology.*

## Introduction

Guardian™ Support is a prognostic service designed to optimize the reliability and performance of your machinery health products. It is the core element for Emerson Lifecycle Services, designed to help improve your competitive advantage and bottom line business results through critical service and support information. Guardian Support assists customers in actively managing their machinery health hardware and software assets and lifecycle costs.

## Benefits

**Incident management** delivers the expertise to troubleshoot and fix system failures. Slower repair times lead to longer production downtime. You strive to make efficient use of all your resources, but there can be a huge maintenance cost,

in terms of both dollars and man-hours, to troubleshoot and fix a system if you're pulling away staff that should be focusing on other issues, or if your maintenance team doesn't have the right training or skill set. You need access to experts at all times to help you through critical issues.

Guardian Support provides incident management with standard 24x7x365 coverage at no extra charge. You can call at any time, or submit questions and issues through the dashboard on the Guardian portal. The GSC experts are always on-hand to walk you through steps to fix the issue. Information from Knowledge Based Article helps onsite staff fix issues quickly and correctly. With a historical record of system issues, you can view all system incidents, calls and resolution. This makes it easy to share best practices and lessons learned, distribute information across your enterprise, build skills and collaborate with all your managers worldwide on similar issues.

System Name (ID)	Brief Description	Severity	Status Note	Submitted By	Open Date	Closed Date
A470001-EN-AMS MACHINERY MANAGER LOCAL AREA NETWORK LICENSE, ENGLISH (MHM-00912447)	Message on the 2160 screen comes up saying it does not support enable integration, as per caller Call Number: AC-1500-0519	C	Completed	Suzanne_Milo	03 Jun 2015	03 Jun 2015
A470001-EN-AMS MACHINERY MANAGER LOCAL AREA NETWORK LICENSE, ENGLISH (MHM-00912447)	2140 cant connect to the 5160 software for data dump, as per caller Call Number: AC-1500-0562	C	Completed	Buckett_Billy	18 May 2015	18 May 2015
A470001-EN-AMS MACHINERY MANAGER LOCAL AREA NETWORK LICENSE, ENGLISH (MHM-00912447)	How to stop the CSI services? Call Number: AC-1500-0512	C	Completed	Suzanne_Milo	31 Mar 2015	31 Mar 2015
A470001-EN-AMS MACHINERY MANAGER LOCAL AREA NETWORK LICENSE, ENGLISH (MHM-00912447)	The measurement points are not in chronological order when viewing the trend spectrum and waveform as per caller Call Number: AC-1500-0913	C	Completed	Suzanne_Milo	25 Feb 2015	28 Mar 2015

**Lifecycle management** ensures your equipment runs reliably and is available. When done manually, it can take a lot of time to manage system hardware and software, to keep your assets current and to manage the lifecycle of all your equipment. With Guardian Support, you'll have access to a complete system inventory, so you can plan for upgrades, replacements and parts obsolescence. This is critical to sustaining your system investment as components, subassemblies and critically dependent software evolve. Use it to gain an accurate view of all the hardware, licensing and documentation in place, which is valuable for budget planning.

Guardian Support provides lifecycle management by matching your enrolled system-specific hardware and software content to its associated lifecycle status via the dashboard. Email alerts provide notice whenever there is a change on the lifecycle status of enrolled hardware/software. The service keeps an updated and accurate inventory of all system components and licensing in a readily viewable format through a secure site. Additionally with Guardian Support, Emerson's Global Service Center (GSC) provides expertise and advice on maintaining your system. You can submit questions directly through the portal or make a phone call. The Guardian site provides in-depth documentation and resources to help you troubleshoot or gain extended knowledge of your system.

**Support Dates**

Product Name: CSI 2130 Machinery Health Analyzer  
Emerson Model: CSI 2130  
Present Status: Active

Current Status Start	Active Status Start	Supported Status Start	Retired Status Start	Notes
09 May 2003	09 Aug 2013	09 Oct 2015	31 Dec 2018	

**Product Status Definition**

- Current** - The most current product offered, with published pricing, normal lead times, and complete support.
- Active** - Products that have been functionally replaced by the most current product, but remain available.
- Supported** - Product support is available, but oriented to maintenance.
- Retired** - These products are not available for purchase. Product support is limited.

**NOTE:** This definition pertains to standard products designed by Emerson Process Management, Process Systems and Solutions. Alliance and other 3rd party products are not covered.

**Risk management** through continuous improvement and support allows you to focus on critical business objectives. Patching, Knowledge Based Articles (KBAs) and hot fixes — left unknown or unattended — can lead to production loss, and it's important to understand the applicability, necessity and urgency of updates. You need to be fully versed in your hardware and how it can be compromised.

Guardian Support provides risk management by matching system-specific information to your systems. You'll have a proactive way to manage risk by way of a secure web dashboard and push email notifications. Improve capital efficiency and stay ahead of the technology curve with the latest software releases, including service packs and major new releases. Risk alerts are ranked for urgency, with recommendations given about what to install and when. This supports your work planning and prioritization so you can make better business decisions. Also, a visual dashboard gauges the overall health of your system. It's an easy way to increase performance as you see which systems need attention, and which are at low risk. Drill down into your system information using your own system names and immediately determine serial numbers, warranty status, versions, hot-fixes, lifecycle status, and more.

Title	Affected Area	Affected Nodes	User Notes
Machinery Health Manager S61 Update ISA Number: PAC-0300-0240   Published: 07 Jun 2015	AMS Machinery Manager Software	1	
Proper Storage Location Of Configuration Files When Using CSI 5500 Configuration Software ISA Number: PAC-0300-0149   Published: 22 Mar 2015	Machinery Health Monitors - Prediction	1	
How to Setup a Temperature Point in Machinery Health Manager ISA Number: PAC-0400-0049   Published: 03 Dec 2014	AMS Machinery Manager Software	1	
How to Make Machinery Health Manager Work if the Computer Browser is Disabled ISA Number: PAC-0400-0208   Published: 23 Nov 2014	AMS Machinery Manager Software	1	
Instructions for Moving Existing Machinery Health Manager Users to a New Server ISA Number: PAC-0400-0209   Published: 24 Sep 2014	AMS Machinery Manager Software	1	
Unable to Activate Data Collection Set ISA Number: PAC-0400-0118   Published: 24 Sep 2014	Machinery Health Monitors - Prediction	1	

**Preferred pricing and a predictable support budget:** Guardian support offers special program pricing compared to time and material based services. The service includes 24/7 expert factory phone support, software and firmware updates, discounted software upgrades, repairs, battery replacements and discounts on future hardware and software that reduces your overall costs significantly.

## Deliverables

### Guardian Portal

- Knowledge Base Articles (KBAs) that are matched to the system and presented in executive summary format: one click for the full article and another click to download any applicable hot-fix.
- Technical Support call management that allows you to open new calls, examine call history, and send or receive call status updates.
- Software update management that allows you to view and manage applicable Safety, Security, and Process system updates. Current software releases improve the features and performance of your technology and increase the working life of your initial system investment.
- Asset Lifecycle status information listed by system name and Emerson model number to help you plan system management and sustainability investments.
- System Health Score that measures how well risks to your system's safety, security and process are being managed.

**Expert Technical Phone Support 24x7:** Emerson will provide product technical phone support 7 days/week, 24 hours/day, 365 days/year through its Global Service Center (GSC).

This support includes assistance for questions or concerns regarding how the product works and what it will do, product issue resolution, locating technical information and advice that can be based on non-application-specific product and system knowledge.

**Remote System Diagnosis:** At the customer's request, Emerson's Technical Specialists will establish a secure connection to the customer's equipment to perform online troubleshooting. Remote system diagnosis to speed troubleshooting and problem resolution, helping to reduce downtime and improve operating performance.

**10% Off Accessory Items:** Emerson offers 10% off accessory items with any subscription to Guardian Support for Machinery Health Products.

**20% Off Training Classes:** Emerson offers 20% off training sessions on customer-selected topics.

### Trade-In Discounts on Future Hardware & Software:

Maintaining a current Machinery Health Management Guardian Support entitles you to upgrade your technology to future releases of hardware and software well below list price. As your program grows and your own levels of expertise advance, you can easily and cost effectively upgrade to the latest technology.

**Repair:** Emerson's Guardian Support covers core technology products normal wear-and-tear that comes from normal use of the product to increase product reliability and performance. Revision updates are incorporated and products are cleaned where appropriate as the item is restored to peak operating condition.

**Annual Battery Replacement Evaluation:** Emerson offers an annual battery replacement for your CSI products. Customers have the opportunity to send the CSI product back for battery replacement evaluation.

**Annual Calibration:** Emerson provides an annual calibration for your CSI Portable Analyzers so your products perform properly.

**CSI 6500 Online Systems Advanced Exchange:** Emerson provides advanced exchange for your CSI 6500 Machinery Health Monitor for better operating performance. If a card has an issue, Emerson will send you a card in advance to ensure your system is fully operating.

## Enhanced Options

**Annual NIST Calibration:** Emerson is fully equipped to perform National Institute of Standards and Technology (NIST) traceable calibrations. As part of the Enhanced options for the CSI Portable Analyzers, Emerson provides the option for the annual calibration to be NIST traceable.

**72 Hours Turnaround Analyzer Repair:** As part of the Enhanced options for the CSI Portable Analyzers, Emerson will guarantee 72-hours turnaround once the Portable Analyzer is received.

## Guardian Support Deliverables

Guardian Support Deliverables	Portable Analyzers	Online Systems	AMS Machinery Manager
Expert Technical Phone Support 24x7	✓	✓	✓
Guardian Portal	✓	✓	✓
Remote Terminal Access		✓	✓
Software Updates, Firmware and Major Releases	✓	✓	✓
Knowledge Base Articles	✓	✓	✓
10% Off Accessory Items	✓	✓	✓
20% off Training Classes	✓	✓	✓
Trade-In Discounts on Future Hardware & Software	✓	✓	✓
Repair	✓	✓	
Annual Battery Replacement Evaluation	✓		
Annual Calibration	✓		
CSI 6500 Online Systems Advanced Exchange		✓	
Enhanced Options			
Annual NIST Calibration	✓		
72 Hours Turnaround Analyzer Repair	✓		

## Ordering Information

Please contact your local Emerson sales office or representative organization for quotation.

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