

## Your Support Agreement ALSO includes the following:

- Accessible Live Knowledgeable Support
- 1300+ Technical & Application Notes
- Remote Terminal Access
- Unlimited Support Contacts Per Site
- No Charge Repairs
- No Charge Refurbishment
- No Charge Battery Replacements
- Free Annual Calibration
- Free Return Shipping
- Discounts On Platform Upgrades
- Data Migration With Platform Upgrades
- Access To Hardware Enhancements
- Free Software/Firmware Enhancements
- Product Update Tutorials On Website
- 100% Trade Credit On Software Upgrades
- Free Replacement Software CDs
- Free Replacement Manual CDs
- Free Emergency Database Repairs
- Free French & Spanish Support
- 10% off Accessory Items
- 20% off Training Courses
- Custom pricing for multiple quantities

## Enhance Your Agreement With Optional Support Services:

- After Hours Telephone Support
- 72 Hour Repair Turnaround
- NIST Traceable Calibrations

## Extending Your Support Agreement

Your Support Agreement provides the same great full-coverage services that you will experience during your first-year warranty period. Our specialized support sales coordinators are experts in customizing a Support Agreement for your suite of products and specialized needs. Please contact them directly at 865-675-2400 extension 2130 for your quote. Together, we can keep your products working at the cutting-edge of reliability technology for years to come.

### Contact Support

#### Product Support Hotline:

865-675-4274

French and Spanish Support On Request

#### Product Support Fax Number:

865-218-1416

#### Product Support Website

[www.mhm.assetweb.com/expertise/prodsupt.html](http://www.mhm.assetweb.com/expertise/prodsupt.html)

#### Product Support Email:

[mhm.custserv@emersonprocess.com](mailto:mhm.custserv@emersonprocess.com)

# Product Support

*Support to help you get the most out of your Machinery Health Management Technology*

CSI Brand Products and AMS® Suite:  
Machinery Health® Manager Software



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## Machinery Health Management Support Agreements

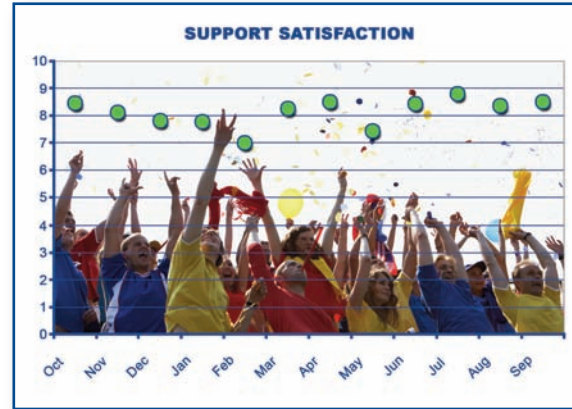
Our Mission: We commit to your success by investing in high-quality support resources that are easily accessible to you. You will receive knowledgeable live support, updates, repairs, and a wealth of information to assist you in applying the tools of your Machinery Health Management program.

### Live Support You Can Rely On

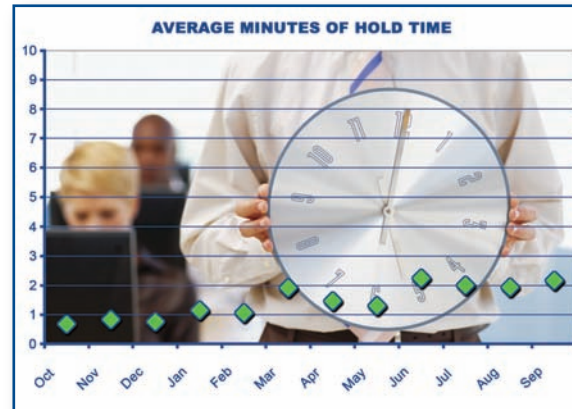


With months of rigorous training, ongoing new product training, and a required Level 1 Vibration Certification, Machinery Health Management support analysts have only one job – helping you. Our statistical tracking measures and maintains the quality of support that is delivered to you, our valued customer. Your support agreement gives you full access to the expertise and depth of our entire team of support analysts. You will get the answers you need...when you need them. And the chart above shows the numbers that prove it: records show that almost 90% of cases are resolved and closed in one to two days.

## Highly-Satisfied Customers



Month after month, you give us high overall satisfaction ratings. An average rating of 8 on a scale of 1-10 reflects a high level of satisfaction with support. In more detailed surveys, we receive ratings of 9 in timeliness, product knowledge, and overall support. A state-of-the-art phone system gives you a direct path to an analyst who is specialized in your technology. Typically your call will be answered right away, but average hold times are 2 minutes or less. If you decide to leave a voicemail, you stay in the queue just as if you'd been on hold, and you get a call back as soon as your number comes up!



We pride ourselves on being accessible to you. In fact, 87% of callers speak with a live analyst. Others have decided to leave a voicemail or call back later. You can also contact us via phone, fax, email or submit a question on the website. Second level support is located at the heart of the plant, so please stop by and introduce yourself when you're in for training. We're in the office 8:00-6:00 EST, but you can reach us around the clock, all year long with an extended-hours support option.



## Quality Factory Repairs

Your Support Agreement purchase guarantees ISO 9002 certified service. Each repair is warrantied for 90 days. Calibration and firmware updates are a standard part of the service and your CSI Analyzer will be returned to you with your custom configurations intact. Calibrations, updates and refurbishings are turned around in only a few days. If you need a higher level repair turned around in a hurry, add the expedite option to your support agreement.

For details on Support Agreement benefits visit: [www.mhm.assetweb.com/expertise/prodsupt.html](http://www.mhm.assetweb.com/expertise/prodsupt.html)