

Sustain Program for PROVOX™ and RS3™

- Minimize risk of lost production
- Expedite troubleshooting
- Eliminate gaps in support
- Gain predictable support costs



The Sustain Program for PROVOX and RS3 bridges the support gap between the product line Retirement date and completion of a modernization plan.

Introduction

Legacy customers may have concerns about the availability of factory support since the October 2013 retirement date for PROVOX™ and RS3™. Modernization plans vary, with some planning a modernization to DeltaV™ distributed control system (DCS), while others choose not to modernize because of a planned closure of their site at some known future date. In either case, the availability of factory support beyond the product line retirement date is a concern.

The Sustain Program provides a bridge of factory support for PROVOX and RS3, between the product line retirement date and completion of a modernization plan. Each Sustain Agreement will be customized to meet individual customer needs for future support.

Your Sustain Agreement will be based on a thorough system evaluation. Recommendations for support will consider such things as available onsite resources, failure history and modernization schedule. While Technical Support, access to online support information and a certain number of assembly repairs per year are included in the base agreement, other support services may be recommended on an as-needed basis.

Benefits

Minimize risk of lost production: As you modernize to a DeltaV DCS, your PROVOX or RS3 system remains important to the productivity of your plant. A Sustain Agreement provides access to resources – both personnel and hardware – which reduces the risk of downtime or lower productivity throughout the modernization timeline.

Expedite troubleshooting: Our factory experts are highly trained and experienced to provide quick, dependable maintenance recommendations and answers. Technical Support, the foundation of every Sustain Agreement, provides you with the answers you need, when and where you need them.

Eliminate support gap: Many PROVOX and RS3 users' plans for modernization were stalled due to the global economic slowdown. A Sustain Agreement bridges the product support gap between product Retirement and completion of your modernization. The agreement can also include factory-certified resources for site activities, when and if your system experts begin their own retirement.

Gain predictable support costs: Each Sustain Agreement will include pricing for every year covered by the agreement. This makes budgeting for future system maintenance much easier and more predictable.

Service Description

Emerson's Sustain Program is intended to help bridge PROVOX and RS3 support, as customers schedule and complete their modernization plans.

Service Offerings

The Base Sustain Agreement includes Technical Support, access to online support information and a certain number of assembly repairs per year (number of included annual repairs determined by system size). The service elements of a Base Sustain Agreement and of optional add-on services are described below.

- **Technical Support** – Included in the Base Sustain Agreement is Technical Support, which provides direct technical telephone support from Emerson professionals who can answer questions and troubleshoot system issues.
- **Access to Online Support Information** – Included in the Base Sustain Agreement is an information retrieval service. This contains technical knowledge base articles that often include download files and other specific information needed to quickly resolve or avoid known product issues. In addition, an online support request form provides an alternative to telephone support for submittal of non-urgent issues or to furnish written documentation and electronic files to our technical staff.
- **CERTIFIED REBUILT Service** – Included in the Base Sustain Agreement is a certain number assembly repairs per year. The number of included repairs is determined by system size. When component repairs are needed, Emerson's CERTIFIED REBUILT service provides a consistent process for each repair, meaning that assemblies have been carefully inspected, returned to factory specifications. This service may be used as-needed, but with the Sustain Agreement, budgeting is more predictable with fixed-price repair.
- **Factory Module Replacement** – As an optional add-on to the Base Sustain Agreement, this element of the agreement will define an inventory of replacement parts to be held for your system by Emerson. Should these components fail, they will be replaced with ones from the Sustain inventory.

- **Extended Computer Availability Service** – As an optional add-on to the Base Sustain Agreement, this program may be used as required when computer workstations and servers, which are no longer available as new, need to be replaced. Remanufactured, factory-certified workstations and servers are available for purchase.
- **Training** – As an optional add-on to the Base Sustain Agreement, Emerson Educational Services will continue to provide training for PROVOX and RS3 beyond the retirement date, for those customers with Sustain Agreements. Training courses will be designed specifically to fill the knowledge gaps regarding troubleshooting and maintenance at your site.

Customer Commitment

In light of resource and material limitations, as well as the risks and costs associated with providing factory support beyond a product line retirement date, the following items are required prior to entering into the agreement:

- **Modernization Plan** – Sustain Agreements are intended for customers who have a specific plan for modernizing their PROVOX or RS3 system to DeltaV DCS, or who have a definitive date for an impending plant/site closure. The service is not intended to be a long-term support solution for customers who plan to stay on Retired products. Installation or purchase of a 'transition product' is the first step of a modernization plan. (This item is not required if the system will be decommissioned with the production unit.)
- **Legacy Support Assessment** – Because thorough knowledge of the installed system is required to fully understand the risk and to make recommendations for extended support, a Legacy Support Assessment must be done before an agreement proposal is presented. The assessment includes evaluating system architecture and configuration, and a detailed analysis of each installed and spare component. To complete the assessment, an Emerson specialist will go onsite to document the system in detail. The deliverables from the assessment will include recommendations for items that need immediate attention as well as recommendations for extended support.

Ordering Information

Please consult your local Emerson service provider for availability and pricing. To learn how comprehensive Lifecycle Services solutions address your process management needs, contact your local Emerson sales office or representative, or visit www.emerson.com.

Emerson

North America, Latin America:

☎ +1 800 833 8314 or
☎ +1 512 832 3774

Asia Pacific:

☎ +65 6777 8211

Europe, Middle East:

☎ +41 41 768 6111

🌐 www.emerson.com

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