

Sustain Program for CSI 4500



The Sustain Program for CSI 4500 bridges the support gap between the product line retirement date and completion of a modernization plan.

- Expedite Troubleshooting
- Eliminate Support Gap
- Predictable Support Costs

Introduction

Online system customers may have concerns about the availability of factory support beyond the May 2013 retirement date for the CSI 4500 online system. Modernization plans vary, with some planning a modernization to the CSI 6500 online system, 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 the CSI 4500, 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.

Benefits

- **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 CSI 4500 users' plans for modernization were stalled due to the global economic slowdown. The agreement also provides a bridge with factory-certified resources for site activities, when and if your system experts begin their own retirement.
- **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 Agreements are intended for customers who have a specific plan for modernizing their CSI 4500 online system to CSI 6500 online system, 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.

Service Offerings

The Base Sustain Agreement includes technical support, access to online support information, hardware evaluation of failed hardware, and access to purchase hardware repair services (if available). The available service elements of a Sustain Agreement are described below.

- **Technical Support** – Included in the Base Sustain Agreement is unlimited technical phone support, which provides direct technical telephone support from Emerson professionals who can answer questions and troubleshoot system issues.
- **Hardware Assessment** – Included in the Base Sustain Agreement is the hardware assessment of any failed hardware, with return shipping to customer. Once the issue is identified, the customer may request a paid-for hardware repair (if available). Hardware Assessments outside of a Sustain Agreement are on a paid-for basis.

- **Annual Calibration:** Included in the Base Sustain Agreement is an annual calibration for CSI 4500 so the product will perform properly.

Add-On Benefits

- **Hardware Repair** – A Base Sustain Agreement includes access to paid-for CSI 4500 hardware repairs (if available) and with preferential pricing, Hardware repairs outside of a Sustain Agreement are subject to raw component availability and premium pricing.

Training – As an optional add-on to the Base Sustain Agreement, Emerson Educational Services will continue to provide training for CSI 4500, 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. Training outside of a Sustain Agreement is subject to premium pricing.

Ordering Information

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

Description	Model Number
Sustain Agreement	Please consult your local Emerson service provider for availability and pricing.

To locate a sales office near you, visit our website at:
www.assetweb.com/mhm

Emerson Process Management
 835 Innovation Drive
 Knoxville TN 37932
 T: +1 (865) 675 2110
 F: +1 (865) 218 1478

© Emerson Process Management 2014. All rights reserved. For Emerson Process Management trademarks and service marks, go to:
<http://www.emersonprocess.com/home/news/resources/marks.pdf>.

The contents of this publication are presented for informational purposes only, and while every effort has been made to ensure their accuracy, they are not to be construed as warranties or guarantees, express or implied, regarding the products or services described herein or their use or applicability. All sales are governed by our terms and conditions, which are available on request. We reserve the right to modify or improve the design or specification of such products at any time without notice.

