

Product Support Information

Effective March 31, 2023

Emerson Automation Solutions, Process Systems & Solutions Product Support and Customer Service

For a listing of local Emerson Representatives and Field Service Offices please go to:

<http://www.emerson.com/en-us/contact-us>

Following is Contact Information for the Global Service Center (listed by country):

| North America (NA) and Latin America (LA) | | | |
|---|----------------------------|--|---------------------------------------|
| Country | Coverage | Toll-Free | Alternate (caller pays) |
| US/Canada | Customer & Support Company | Product Support: 1 800-833-8314, 1-877-812-4036 Customer Service: 1-888-367-3774 | +1 512-832-3774 |
| Mexico | Customer & Support Company | 01-800-062-1077 01 800 088 33 5828 | +1-512-832-3774 |
| Mexico City (Local) | Customer & Support Company | (55) 5809 5408 | +1 512-832-3774 |
| Argentina | Customer & Support Company | 0800 266 4500 | +1 512-832-3774 |
| Bolivia | Customer & Support Company | 800 100 959 | +1 512-832-3774 |
| Brazil | Customer & Support Company | N/A | +55 15 3413-8944, +55 15 3413-8945 |
| Chile | Customer & Support Company | 1 230 020 5575 | +1 512-832-3774 |
| Colombia | Customer & Support Company | 01 800 518 1623 | +1 512-832-3774 |
| Costa Rica | Customer & Support Company | N/A | +52 55 5809 5408, +1 512-832-3774 |
| Dominican Republic | Customer & Support Company | 1 800 7519001 | +1 512-832-3774 |
| Ecuador | Customer & Support Company | Dial 1999-119 then 888 846 4838 | +1 512-832-3774 |
| El Salvador | Customer & Support Company | 800 6893 | +52 55 5809 5408, +1 512-832-3774 |
| Guatemala | Customer & Support Company | N/A | +52 55 5809 5408, +1 512-832-3774 |
| Jamaica | Customer & Support Company | N/A | +1 512-832-3774 |

Product Support Information

| Nicaragua | Customer & Support Company | N/A | +52 55 5809 5408, +1 512-832-3774 |
|--|----------------------------|--------------------|--------------------------------------|
| Panamá | Customer & Support Company | N/A | +52 55 5809 5408, +1 512-832-3774 |
| Peru | Customer & Support Company | 0800 77958 | +1 512-832-3774 |
| Trinidad and Tobago | Customer & Support Company | 1888 456 1407 | +1 512-832-3774 |
| Venezuela | Customer & Support Company | 0800 1008731 | +1 512-832-3774 |
| Other Latin America Countries | Customer & Support Company | N/A | +1 512-832-3774 |
| Asia Pacific (AP)-LBP's and FSO's | | | |
| Countries: Austria, Belarus, Bulgaria, Czech Republic, Estonia, Georgia, Greece, Hungary, Kazakhstan, Lithuania, Poland, Romania, Russia, Slovakia, Slovenia, Switzerland, Turkey, Ukraine: +63 2 8702 1111 (caller pays) | | | |
| Country | Coverage | Toll-Free | Alternate (caller pays) |
| Australia | Customer & Support Company | 0011 800 3562 3562 | 0282239394 |
| China | Customer & Support Company | 400 820 8682 | +63 2 8702 1111 |
| India | Customer & Support Company | 000 800 440 1117 | +63 2 8702 1111 |
| Indonesia | Customer & Support Company | 001 803 44 2152 | +63 2 8702 1111 |
| Malaysia | Customer & Support Company | 1 800 88 1572 | +63 2 8702 1111 |
| New Zealand | Customer & Support Company | 00 800 3562 3562 | 09 970 3112 |
| Singapore | Customer & Support Company | 800 1863 004 | +63 2 8702 1111 |
| South Korea | Customer & Support Company | 080 500 5787 | +63 2 8702 1111 |
| Thailand | Customer & Support Company | 00 1 800 441 3508 | +63 2 8702 1111 |
| Other AP Countries | Support Company | N/A | +63 2 8702 1111 |

Product Support Information

| Middle East, Africa (MEA)-Representatives and FSO's | | | |
|---|----------------------------|----------------|-------------------------|
| Country | Coverage | Toll-Free | Alternate (caller pays) |
| Angola | Customer & Support Company | N/A | +63 2 8702 1111 |
| Bahrain | To call Dubai office | N/A | +971 4 883 5235 |
| Egypt | Customer & Support Company | 0800 000 0015 | +63 2 8702 1111 |
| Israel | Customer & Support Company | N/A | +63 2 8702 1111 |
| Kuwait | Customer & Support Company | 6632-9901 | +63 2 8702 1111 |
| Nigeria | Customer & Support Company | N/A | +63 2 8702 1111 |
| Oman | Customer & Support Company | 800 77630 | +63 2 8702 1111 |
| Qatar | Customer & Support Company | 4431 0044 | +63 2 8702 1111 |
| Saudi Arabia | Customer & Support Company | 800 844 1196 | +63 2 8702 1111 |
| South Africa | Customer & Support Company | 800 991 390 | +63 2 8702 1111 |
| United Arab Emirates | Customer & Support Company | 800 0630 0019 | +63 2 8702 1111 |
| Western Europe-LBP's and FSO's | | | |
| Country | Coverage | Toll-Free | Alternate (caller pays) |
| Belgium | Support Company | N/A | +63 2 8702 1111 |
| France | Support Company | N/A | +63 2 8702 1111 |
| Germany | Support Company | N/A | +63 2 8702 1111 |
| Ireland | Customer & Support Company | 1-800-924-745 | +353 (0) 1407 3409 |
| Italy | Support Company | N/A | +63 2 8702 1111 |
| Netherlands | Support Company | N/A | +63 2 8702 1111 |
| Portugal | Support Company | N/A | +63 2 8702 1111 |
| Spain | Support Company | N/A | +63 2 8702 1111 |
| United Kingdom | Customer & Support Company | 0-800-783-0116 | +63 2 8702 1111 |

Product Support Information

| Central & Eastern Europe | | | |
|---|----------------------------|------------------|-------------------------|
| Countries: Austria, Belarus, Bulgaria, Czech Republic, Estonia, Georgia, Greece, Hungary, Kazakhstan, Lithuania, Poland, Romania, Russia, Slovakia, Slovenia, Switzerland, Turkey, Ukraine: + 63 2 8702 1111 (caller pays) | | | |
| Country | Coverage | Toll-Free | Alternate (caller pays) |
| Czech Republic | Customer & Support Company | 800 900 482 | +63 2 8702 1111 |
| Poland | Customer & Support Company | 800 441 1688 | +63 2 8702 1111 |
| Romania | Customer & Support Company | 800 894 483 | +63 2 8702 1111 |
| Scandinavia-LBP's and FSO's | | | |
| Country | Coverage | Toll-Free | Alternate (caller pays) |
| Denmark | Customer & Support Company | 00 800 3161 3161 | +45 3832 2924 |
| Finland | Customer & Support Company | 00 800 3161 3161 | +358 9 6937 9678 |
| Norway | Customer & Support Company | 00 800 3161 3161 | +47 2316 2893 |
| Sweden | Customer & Support Company | 00 800 3161 3161 | +46 8 5853 6903 |

Global Service Center / Online & Email Customer Service Contact Information

Your Single Point-of-Contact for Factory Support and Service.

Email: Guardian.GSC@Emerson.com

Web:

Guardian: <http://guardian.emerson.com>

Support Subscription required.

Chat Support

Chat Support is best suited for inquiry level calls. For more detailed issues please submit a support call through the Support Tab where you can upload related files and screenshots. Chat Support is available to DeltaV™, AMS Device Manager, and AMS Machinery Health, Plantweb Optics, and Syncade product lines. Please be advised that Emerson Support Engineers may utilize the assistance of 3rd party translation services.

Phone Support

Spanish Support is only available for DeltaV Systems.

Product Support Information

Regular Hours of Operation

Support Coverage: DeltaV, Smart Wireless Field Networks, Smart Wireless Plant Networks, AMS Suite Device & Handheld Products, Plantweb Optics, and Syncade Smart Operations Management Suite

For CSI 4500, Sustain Support plan may be required.

Support for emergency situations is available over the phone 24 hours a day. Request for assistance via chat, email or Guardian are only monitored within the defined schedule below:

| Submission Methods | Availability | Response Time |
|--------------------|---|----------------|
| Phone | 24 hours a day, 7 days a week | Immediate |
| Guardian Chat | Sunday, 22:00 UTC +0 to Friday 22:00 UTC +0 | Immediate |
| Guardian-Submitted | 24 hours a day, 7 days a week | 1 business day |
| Email | Sunday, 22:00 UTC +0 to Friday 22:00 UTC +0 | 1 business day |

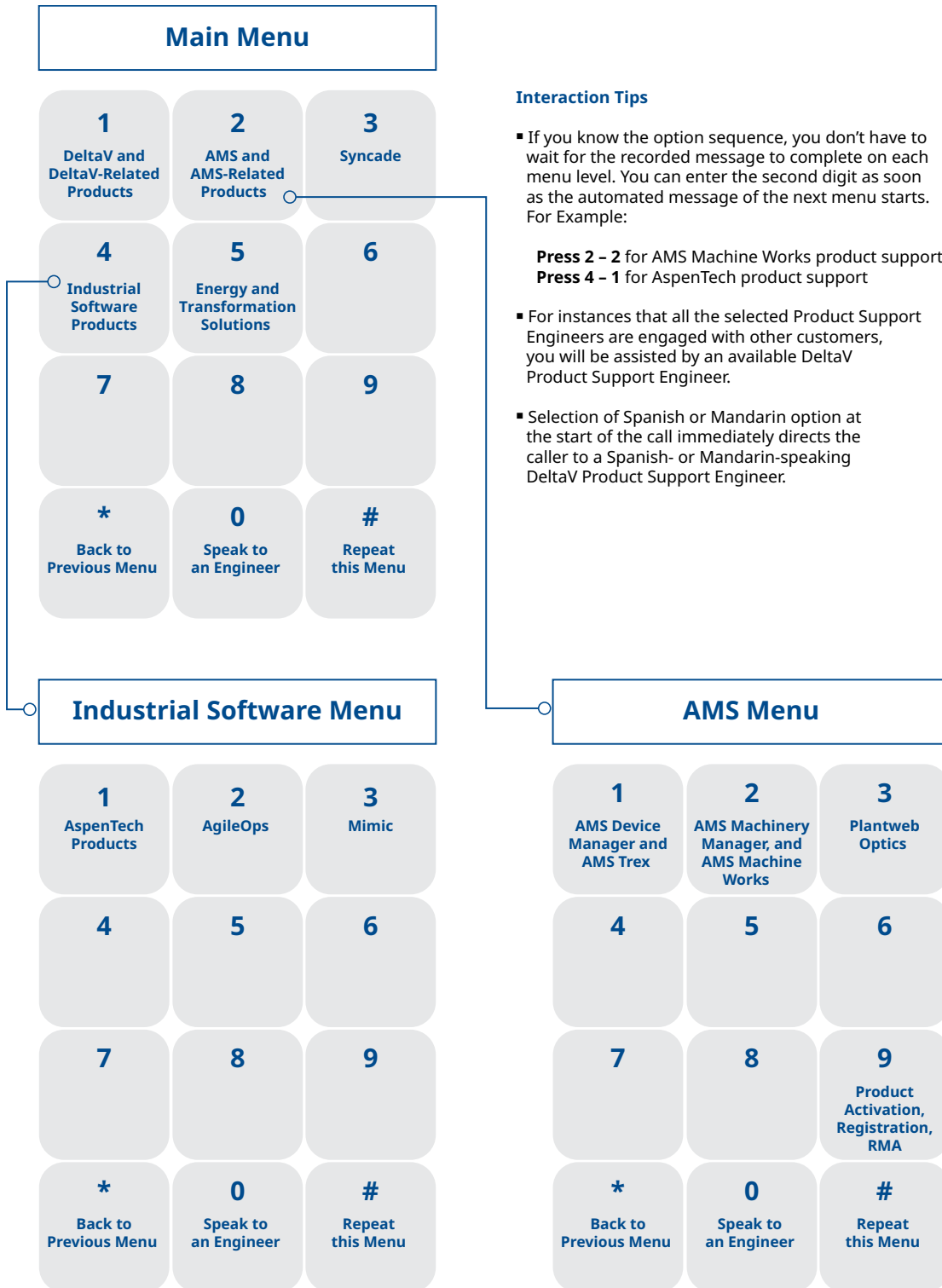
Please note that you will be asked to provide the following information for verification process and call ticket creation:

- a. **Product Line** (*DeltaV, AMS Device Manager, Plantweb Optics, Syncade MES, Machinery Health products, Field Communicators*)
- b. **Product Version**
- c. **Serial Number** (*For Field Communicators, Machinery Health products and other devices*); or
System ID (*For DeltaV, AMS Device Manager, Plantweb Optics, Syncade MES, Machinery Health products*)
- d. Is the system in Testing/Commissioning/New Project phase? If YES, provide Target Completion Date

Product Support Information

GSC Phone Menu

This phone menu provides you the option to select the product you need support on, allowing faster access to the right product expert. The main product menu only has 5 options, and the sub-menu only goes one 1 level deep. *See below for the available menu options.*



Product Support Information

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