

# Onboard Service and Remote Support for Emerson Marine Systems & Solutions

There is no higher priority to Emerson than the safety of our customers, business partners and employees. With the ongoing threat of COVID-19 to the health of our communities and to our businesses, we are committed to minimizing the spread of this virus, and we also want to reaffirm our unwavering support for you, your company and your employees.

If you have a request for services or spare parts, we are committed to support you and your company, guided by public health policy restrictions and your own company policies. We will ensure that our expertise is available to assist you with your startup or operational needs.

## Remote support

There are situations when it not is possible to attend the vessel for different reasons related to COVID-19. In these situations we will continue to support you in the best possible way. If possible we will support you remotely by:

- troubleshooting remotely
- Providing spare part replacements where relevant, and support during the replacement
- Enabling extended remote support by utilizing remote access to installed equipment onboard
- Guiding you through the installation or actions via phone, email or video link



Our experienced and certified Service Engineers are ready to support you, onboard or remotely when possible.

With this method we can do all types of tests and troubleshooting on all equipment and systems onboard your vessel without harming any functionalities. When the root cause is discovered we will offer the relevant solution for each specific system.

## Contact us

Please contact our Service Team or Spare Part Team for further information and quotation.

### Emerson Automation Solutions

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[www.Emerson.com/marine](http://www.Emerson.com/marine)

Integrated Control and Monitoring - Valve Remote Control - Cargo Monitoring - Custody Transfer - Fuel Management - Tank Level Gauging

