

Onboard Service and Remote Support for Rosemount CMS & CTS Tank Radar and Tank Level Gauging System

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 for different reasons related to COVID-19. In this situation we will continue to support you in the best possible way. Where possible, we can support you remotely by:

- Finding out what causes your problems via remote support
- Offering spare part replacements where relevant, and support during the replacement
- Providing extended remote support by using the system database from the vessel and mirroring the onboard system by installing the database in our test facility
- Guiding you through the installation or actions via phone, email or video link

With this method we can do all types of tests and troubleshooting on your vessel's unique system - in our test environment - without harming any functionality onboard the vessel. When the root cause is discovered we will offer the relevant solution for each specific system.



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

Contact us

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

Emerson Automation Solutions
Rosemount Tank Radar AB
T: +46 31 3370 000
Parts.RTM@Emerson.com
Service.RTM@Emerson.com
www.Emerson.com/marine

Do you need more information? Please contact:

Service.RTM@Emerson.com
Parts.RTM@Emerson.com



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