

Ovation™ QuickShip Program

Features

- Fast and reliable spare parts shipment service to meet customer needs and budgets
- Global coverage
- 24/7 on-demand support
- No maintenance contract requirement

	Service	Delivery Timeframe
QuickShip	Expedite	▪ 2-3 business days
	Emergency	Customer defined: <ul style="list-style-type: none"> ▪ Fastest way possible ▪ Next flight out ▪ Overnight / next business day

Introduction

Power generation and water/wastewater collection, treatment and distribution systems are critical to the economy as well as public health and safety. As such, these facilities must be continuously monitored and maintained to minimize or avoid unplanned downtime.

When something unexpected threatens or disrupts normal operations, plant managers need their technology suppliers to respond quickly and reliably.

Emerson's QuickShip fulfillment program gives customers access to fast, dependable shipment options for spare parts, wherever and whenever they need them, without requiring any service or maintenance contract. It allows for rapid and responsive shipping to deliver urgently needed parts, regardless of the circumstances.

The program leverages Emerson's global infrastructure, local presence and service commitment to help customers avoid downtime, stay on schedule and respond to the unexpected.

Program Options

Emerson offers two options for the QuickShip program:

- **QuickShip Expedite** to meet required part delivery dates at flexible price premiums
- **QuickShip Emergency** for the fastest possible order, shipment and delivery of critical parts

Both options are available twenty-four hours a day, seven days a week. When contacted, Emerson representatives will help identify the correct replacement part needed, evaluate viable shipping options and quickly process the order.

QuickShip Expedite

QuickShip Expedite provides global delivery of parts in two to three business days at flexible price premiums. This option takes advantage of Emerson's entire production network to generate on-demand fulfillment for fast and flexible delivery.

QuickShip Expedite allows customers to get the part need at a price and lead time that meets their budgeting and scheduling requirements.

QuickShip Emergency

QuickShip Emergency is a maximum-effort service that allows the fastest possible order, shipment and delivery of critical parts to customers located in North America, Europe and Asia Pacific.

Delivery of parts through this option depends on customer needs and carrier service options.

QuickShip Requests

During Regular Business Hours (7:00 a.m.–3:30 p.m. Eastern Time):

- Call the Ovation Spares/Repairs hotline at +1 (800) 397-9767

Outside of Regular Business Hours:

- Call the number provided in the SureService Telephone Support contract, or
- Call Technical (non-SureService) support at +1 (800) 445-9723 and select option 1

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