

Protect Your Investment in the AMS Trex™ Device Communicator with Premium Support



The AMS Trex Device Communicator follows in the long line of Emerson handheld devices, while adding capabilities that adapt it to new expectations for mobile device functionality. With innovative features such as a large, full-color touchscreen display, an intuitive, task-based user interface, and power the loop technology that replaces the need for an external power supply or resistor, the AMS Trex Device Communicator provides simplicity, flexibility, and convenience. Protect your investment in the Trex communicator with Emerson's support options, starting with one-year Standard Support to three-year Premium Support.

Support for AMS Trex Device Communicator

Trex Field Communication Support Options:

Trex Device Communicator	
Model	Product Description
TREX	Base Trex Platform
Code	Communication Module
C	Device Communicator
L	Device Communicator Plus
	Applications
H	HART Application
F	HART + FOUNDATION Fieldbus Applications
	Power Module Type
P	Rechargeable Li-Ion Power Module
	Product Certifications
KL	ATEX, CSA (US/Canada) and IECEx Intrinsically Safe (includes FISCO as applicable)
NA	No Approval
	Radio Options
W	Wireless
9	None
	Support
S1	Standard Support (1 Year)
S3	Standard Support (3 Years)
P1	Premium Support (1 Year)
P3	Premium Support (3 Years)
Options	
Typical HART Model Number: TREX-LHPKLWS3	
Typical HART + FF Model Number: TREX-LFPKLWP3	

Support Coverage:

	New or Renewed Standard Support	New or Renewed Premium Support	Expired Support
Technical Support	X	X	Rate Card
Major Software Update	X	X	
Minor Software Update	X	X	X
Automated DD Updates	X	X	
Manual DD Updates	X	X	X
Extended Repair Coverage		X	

Premium Support Extended Repair Coverage includes:

Internal component repairs

Accidental Damage Coverage which covers:

- Only one incident in a given 12-month period is allowed per unit under Premium Support.
- Liquid spilled on or in unit
- Drops, falls, and other collisions
- Damage caused by electrical surge
- Damaged or broken LCD due to a drop or fall
- Blown fuse in ammeter

The following items are NOT covered:

- Intentional damage (such as hammer marks)
- Normal wear
- Cosmetic damage
- Theft

All new AMS Trex units are covered under the manufacturer's warranty valid 18 months from purchase date.

Emerson
Reliability Solutions
12001 Technology Drive
Eden Prairie, MN 55344 USA
 www.emerson.com/trex

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