

# DeltaV™ Emergency Response



## Introduction

Unplanned events can happen at any time and may result in emergency situations which sometimes require effective and quick responses to avoid or mitigate further consequences.

Having a team of qualified people available upon notice can help bridge the gap between an incident and smooth process recovery.

Emergency Response Service provides a control system expert for fast and efficient on-site support.

## Benefits

When remote support and system diagnosis capabilities cannot solve an issue, onsite assistance may be necessary to return plant operations to normal.

With Emergency Response, a control system expert will be on standby for onsite assistance to reduce or eliminate any unplanned downtime. Our extensive network of professionals are equipped to provide expert local language on-site assistance.

Unplanned maintenance costs can be expensive, particularly when personnel cannot quickly respond. With Emergency Response, you can budget in advance for the availability of expert on-site assistance and reduce the hassles of the dreaded spikes in your maintenance costs.

The time and expense of maintaining engineering and support expertise within your facility can be high, and system troubleshooting skills deteriorate with infrequent use or are lost altogether with staff turnover. We can help control your costs with an affordable alternative that provides access to our qualified staff when you need them, 24 hours a day, 7 days a week.

## Features

With Emergency Response Emerson will provide personnel to respond following emergency conditions:

**System Failure:** Any unexpected shutdown or complete loss of functionality in the DeltaV™ system that disrupts critical operations or production processes.

**Safety Hazard:** Any condition that poses an immediate risk to personnel safety, equipment integrity, or the environment, requiring urgent attention to prevent accidents or damage.

**Critical Alarm:** Alarms indicating severe malfunctions, such as power supply failures, communication breakdowns, or hardware faults, necessitating immediate response to avoid prolonged downtime.

**Production Halt:** Situations where production lines or essential equipment are non-operational due to DeltaV issues, directly affecting output and operational efficiency.

**Data Loss:** Incidents involving the loss of critical operational data or program settings that impair system performance and require immediate restoration from backups.

Emerson will not be responsible for responding to conditions that do not qualify as an emergency condition as defined above.

## Ordering Information

Description	Model Number
DeltaV™ Emergency Response - Next Day Response	Please Contact Your Local Emerson Sales Office
DeltaV™ Emergency Response - Next Business Day Response	Please Contact Your Local Emerson Sales Office

## Prerequisites

- Systems are required to have DeltaV Product Support subscription.

## Service Notes

To initiate a response an emergency condition customer must provide Emerson with notice of the emergency condition by calling the number provided by Emerson for such notice.

The call number will be provided by Emerson site by site within a maximum of one week.

In case of an emergency call, Emerson will call back within a maximum of one hour.

The purpose of the call will be to analyze the situation and to agree if a resolution requires an on-site intervention or could be performed remotely or does not categorize to an emergency call (transfer to regular product support).

The on-site intervention must be notified in writing to Emerson; the intervention time specified in the contract will commence upon receipt of this written confirmation.

When an on-site visit is required, working hours, travel and other expenses will be charged by Emerson at additional cost, according to Local Office Service Rates.

Spares or consumable material necessary to replace worn, unserviceable, or faulty items will be provided by the customer or by Emerson at additional cost.

## Availability

- Please contact your Local Emerson Sales Office to determine whether a subscription service for DeltaV Emergency Response is available in your area.

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