AMS Machinery Health Analyzer



Key Benefits

- Ensure functionality and performance through best-in-class product support
- Resolve technical issues with Global Service Center experts
- Provide visibility to lifecycle health for your entire fleet
- Increase availability through protection from wear-and-tear
- Drive sustainable performance through maximized reliability

Introduction

Faster issue resolution leads to less unplanned downtime, and Emerson's expert technical engineers can proactively optimize the performance of your system enabling you to achieve sustainable production improvements. Get unlimited 24x7 product support. You can call or chat with our support team or submit questions and issues through the Guardian™ digital platform. Email and chat support are also available 24 hours during Monday through Friday.

Features



24/7 Expert Product Support (GSC)
Includes unlimited 24x7 Expert Telephone Product Support. You can call our Product Support or submit questions and issues through the Guardian platform. Email and Chat Support are also available 24 hours during Monday through Friday.



Repair and Calibration
Product Support + Repair covers both the wear-and-tear that comes from normal use and an annual calibration to maintain peak performance. Screen replacement is now included.



Service Call Logs
Service Call Logs allow you to monitor the progress of technical support calls, examine past service calls, and send/receive call status updates.



System Health Score*
The System Health Score measures Key Performance Indicators (KPIs) that determine the performance of high-risk areas. These risk areas typically include KBA management, software updates, and service calls.



Knowledge Base Articles (KBA)
KBAs are prepared by Emerson as a supplement to standard product documentation. These are evaluated for applicability to a broad audience of system users.



Loaner Access
Receive a loaner unit when your AMS Machinery Health Analyzer is at the repair center.



Annual Battery Evaluation
Send your AMS Machinery Health Analyzer back for battery evaluation. If the battery needs replacement, Emerson will replace it at no charge.



Guardian Virtual Advisor**
Guardian features an advanced AI Advisor that utilizes machine learning to analyze large volumes of data within the platform offering quick, accurate, and user-friendly access to information.

**This feature is currently designed to address inquiries related to KBAs, Books Online, Datasheets, and Resources.

***Legal Disclaimer:**

The urgency and severity ratings of this notification are not tailored to individual users; users may value notifications differently based upon their system or network configurations and circumstances. The "System Health Score" presented in the Guardian website indicates the performance of the system based upon a comparison of identified risk area management relative to other systems subscribed to Product Support worldwide. The Guardian "System Health Score" considers only what is known to Emerson relative to a limited collection of risk factors (e.g. Knowledge Base Articles, uninstalled hotfixes, etc.) with no consideration of the processes under control, the application/configuration of that system, or the actual actions taken locally to mitigate the identified risks. A high "System Health Score" is a recognition of the efforts taken to mitigate these particular risks Guardian is capable of identifying, but in no way guarantees, or implies, that the operation of the system is risk free in any way.

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AMS Machinery Health Analyzer Support Options

Product support is available in two Support tiers to ensure your investment of AMS Machinery Health Analyzer is protected. Product Support and Product Support + Repair.

AMS Machinery Health Analyzer Product Support Deliverables	Product Support	Product Support + Repair
Guardian Dashboard	✓	✓
- Software/Firmware Updates	✓	✓
- Support Call Management	✓	✓
- Asset Lifecycle Status	✓	✓
- Web Based Training	✓	✓
- Product Documentations	✓	✓
- Access to Knowledge Base Articles	✓	✓
- System Health Score	✓	✓
- Guardian Benefits	✓	✓
- Email Notification	✓	✓
Expert Technical Support 24/7	✓	✓
Wear and Tear Repair Coverage		✓
Annual Calibration		✓
Annual Battery Evaluation		✓
Cracked Screen Replacement		✓
Loaner Access		✓
20% Discount on Training		✓
10% Discount on Accessories		✓
Annual NIST Calibration		Add-on fee
72 Hours Turnaround Analyzer Repair		Add-on fee

Ordering Information

- AMS Machinery Health Analyzer is required.
- Contact **MHM.SupportAgreement@Emerson.com** for a quotation of Product Support Agreements or log into Guardian and click Request to Quote.

NOTE: Guardian Enterprise Agreements use the single-year part number for agreement calculations.

How It Works

AMS Machinery Health Analyzer Product Support is delivered through Guardian. Guardian is Emerson's digital platform for addressing the end-to-end lifecycle needs of automation & control software and asset performance management solutions. The Guardian digital experience enables users to quickly connect to product support; securely manage subscriptions; get intuitive views into system health; and explore additional software and services that propel performance.



With Guardian, You Can:

- **Easily Access Product Support:** Connect to experts available 24x7x365 to troubleshoot and fix system disruption.
- **Minimize Downtime:** Gauge the overall health of your system via the system health score that measures critical Key Performance Indicators related to system maintenance, find relevant recommendations, KBAs and more!
- **Simplify Subscription Management:** Manage your Emerson product subscriptions and plan for timely renewals, all from one place.
- **Expand Operational Capabilities:** Propel operational performance to new levels by strategically selecting and deploying a range of services and solutions.

To learn how Guardian addresses your product support, subscription management and lifecycle software and services needs, contact your local Emerson sales office or representative, or visit **www.emerson.com/guardian.**

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