AMS Trex Device Communicator Product Support



Key Benefits

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

Introduction

Faster issue resolution leads to less unplanned downtime, and Emerson's expert technical engineers can assist you in proactively optimizing the performance of your system enabling you to achieve sustainable production improvements. Get unlimited 24x7 support with remote system diagnosis capabilities. 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 a day, Monday through Friday.

Features

24/7 Expert Product Support (GSC)
Includes unlimited 24x7 Expert Telephone Product Support, with remote system diagnosis capabilities. You can call our Product Support or submit questions and issues through the Guardian platform. Email and Chat Support are also available 24 hours a day, Monday through Friday.

Remote System Diagnosis
Remote system diagnosis helps speed-up troubleshooting and problem resolution, effectively reducing downtime in critical situations.

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.

Repair
Product Support-Premium covers the wear-and-tear that comes from normal use of plant asset management products.

Software/Firmware Updates
The latest software updates, patches, and hotfixes matched to system content can be accessed directly from the Guardian platform.

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.

Downloadable Installation Media
Users can download the latest Upgrade Studio installer media directly from Guardian.

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, 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 Support Options

Product Support is available in two tiers: Product Support - Standard and Product Support - Premium.

AMS Trex Product Support Deliverables	Product Support Standard	Product Support Premium
Guardian Platform	✓	✓
- Support Call Management	✓	✓
- Asset Lifecycle Status	✓	✓
- Web Based Training	✓	✓
- Product Documentations	✓	✓
- Access to Knowledge Base Articles	✓	✓
- System Health Score	✓	✓
- Guardian Benefits	✓	✓
- Email Notification	✓	✓
Expert Product Support 24/7	✓	✓
Remote Technical Access	✓	✓
Wear and Tear Repair Coverage		✓
Annual Battery Evaluation		✓
72 Hours Turnaround Repair		Add-on Fee

72 Hours Turnaround Repair: *As an add-on option to the Product Support-Premium for AMS Trex Device communicator, Emerson will guarantee 72-hours turnaround once the unit is received.*

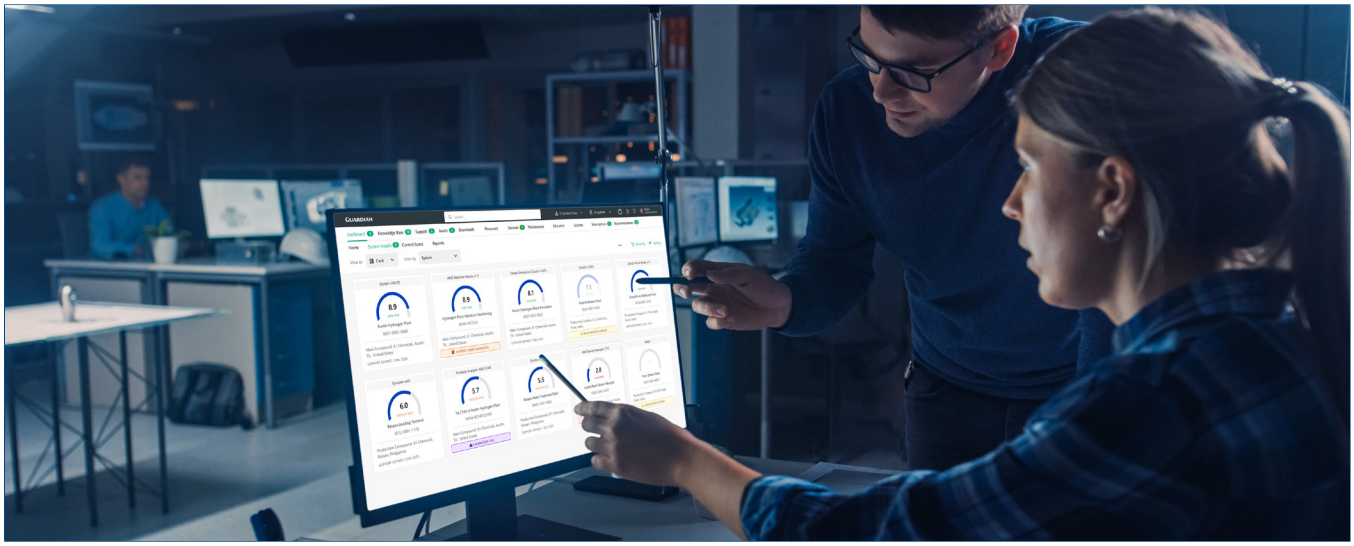
Ordering Information

- Contact your local Emerson sales office or representative organization for quotation. Or, go to Guardian Website and click the Request to Quote button. An email notification will be sent to you as acknowledgment and to the appropriate Emerson representative who will assist you with your request.
- If interested in getting access to our Guardian platform for a 30-day trial, please contact **MHM.SupportAgreement@Emerson.com**

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

How It Works

AMS Trex 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 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.

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