

Expert Application Support for PACSystems™ and Movicon Solutions

- Access to product and application experts
- Augment your capabilities
- Access Online knowledge base and documentation 24/7



Access to product and application experts!

Introduction

We've all been there. What you need is expert assistance to move a project forward quickly and efficiently! Emerson can provide a convenient, flexible Support service to assist you with planning and implementing project when using Emerson PacSystems™ products. This may include expert level support, configuration, industrial communications, system interfaces and more.

Application Support puts you in direct contact with Emerson's Lifecycle Services team, to tap their vast experience supporting thousands of systems in hundreds of applications worldwide.

Benefits

Access expert assistance: Assistance from experts with knowledge of past proven solutions can be a major time saver and will help reduce the risk of an inefficient or unreliable solution.

Supplement your capabilities: Many plants have limited qualified staff to accomplish system changes. With Application Support, you can supplement the capability of your existing staff with Emerson expertise. These expert capabilities can prove vital for successfully and efficiently making occasional system changes that can increase availability, end-product quality, production yield, material savings or throughput.

Access Online Resources 24/7: Application support provides you access to the Customer Support Center website which includes comprehensive online resources that are available 24/7. A self-service portal that allows you to manage technical support cases, access knowledge articles, and download product updates. In addition, you can search technical articles, best practices, tips and tricks, product documentation, download Service Packs and SIMs, and have real time access to product alerts and videos.

With Application Support, You Get

Post-sales access to our product support experts who can help you understand the operation of our PACSystems Solutions, troubleshoot/resolve issues, locate information, and more.

- Movicon™ Software Platform
- PACSystems Edge Solutions
- PACMotion Variable Frequency Drives (VFD)
- PACMotion Servos and Drives
- Industrial Computers/Monitors
- Web Panels
- Industrial Ethernet Switches
- COM Express Modules

This service does not include pre-sales application engineering, on-site services, or training. Please contact your **local sales representative** if these services are needed.

Hours of Operations:

When contacting Emerson Expert Support for technical assistance, please have your Customer Service Number (CSN) and/or case number available to expedite call routing.

- Americas: Monday – Friday:
8:00 am – 6:00 pm Eastern Time
- Asia Pacific: Monday – Friday:
9:00 am – 5:30 pm Beijing Time
- Europe, Middle East and Africa: Monday – Friday:
8:00 am – 6:00 pm Central European Time

Ordering Information

Support for Drives, IPCs, Monitors, Web Panels, Ethernet Switches, and COM Express

Support Product	Option Description	Part Number
<ul style="list-style-type: none"> • Network Switches • PACMotion Servos and Drives • PACMotion Variable Frequency Drives (VFD) • RXi Display • RXi Industrial Monitor • RXi IPC • RXi Panel PC • RXi Web Panel • COM Express Modules 	<p>APPLICATIONSUPPORT10 - 10 hours (expires after 4 months)</p> <p>APPLICATIONSUPPORT20 - 20 hours (expires after 6 months)</p> <p>APPLICATIONSUPPORT50 – 50 hours (expires after 1 year)</p>	APPLICATIONSUPPORT

Support for Movicon & Movicon-Powered Systems

Support Product	Option Description	Part Number
<ul style="list-style-type: none"> • Movicon Software Platform • PACSystems Edge Solutions 	<p>EASUPPORT10 – 10 hours (expires after 1 year)</p> <p>EASUPPORT20 – 20 hours (expires after 1 year)</p> <p>EASUPPORT-D – 10 hours of Editor Support with new sales (expires after 1 year)</p>	EASUPPORT

To learn how comprehensive Lifecycle Services solutions, address your Assets management needs, contact your local Emerson sales office or representative, or visit www.emerson.com.

United States Office

Emerson Automation Solutions
Intelligent Platforms, LLC
2500 Austin Dr
Charlottesville, VA 22911

Germany Office

Emerson Automation Solutions
ICC Intelligent Platforms GmbH
Memminger Straße 14
Augsburg, DE 86159

China Office

Emerson Automation Solutions
Intelligent Platforms (Shanghai) Co., Ltd
No.1277, Xin Jin Qiao Rd, Pudong,
Shanghai, China, 201206

Brazil Office

Emerson Automation Solutions
Av. Hollingsworth, 325 – Iporanga
Sorocaba – SP, 18087-105

Italy Office

Emerson Automation Solutions
Progea Srl
Via D' Annunzio 295,
1-41123 Modena, Italy

Singapore Office

Emerson Automation Solutions
Intelligent Platforms Asia Pacific Pte. Ltd.
1 Pandan Cres,
Singapore, 128461

Australia Office

Emerson Automation Solutions
471 Mountain Hwy,
Bayswater VIC 3153, Australia
+61 3 9721 0200

India Offices

Emerson Automation Solutions
Intelligent Platforms Pvt. Ltd.,
Building No.8, Ground Floor
Velankani Tech Park, No.43
Electronics City Phase I, Hosur Rd
Bangalore-560100

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