

Technology Support Agreements

- *Software/Firmware updates for cutting-edge technology*
- *Priority Support for troubleshooting your problems*
- *Extended coverage on core technology products keeps your equipment in peak performance*
- *Database and analyzer repairs when problems arise*
- *Complimentary annual calibration so your products perform properly*
- *Upgrade discounts when you are ready for more advanced technology*
- *loaner vibration analyzers so you are never without the tools you need*



Emerson's CSI technologies are supported by a team of Machinery Health experts waiting to take your call.

Introduction

Your company makes significant investments in technology to safeguard its production assets – support for that investment shouldn't come at a high price. Emerson's Machinery Health Management business is committed to providing quality technical support for your machinery analysis tools at a competitive price for their value.

Our Technical Support Agreements for hardware and software products do more than keep your technologies running smoothly – they provide that latest

features for your existing technologies and protect your investment through priority access to support and repair services

Updates to keep you on the cutting edge.

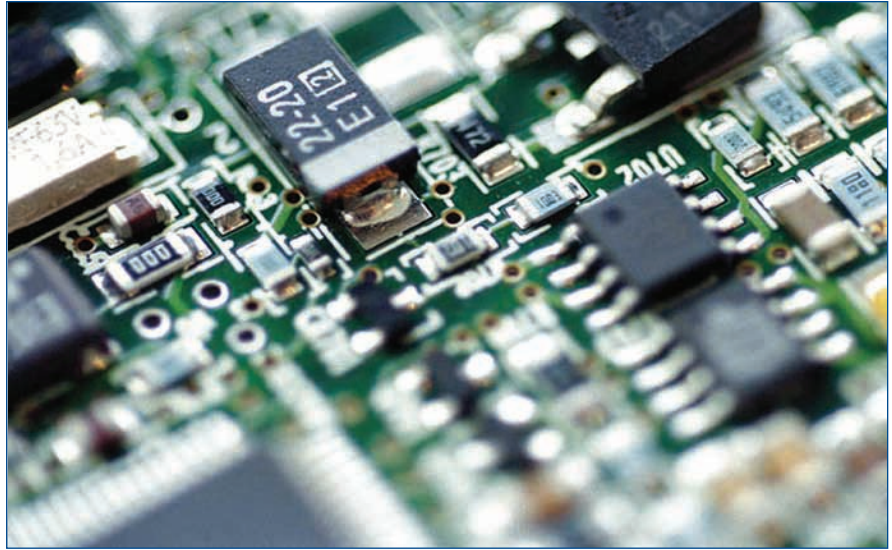
New software features are introduced as new methods for managing machinery health data are developed. Likewise firmware and analyzers are sometimes enhanced to increase longevity or improve performance. Customers

Machinery Health™ Management

with current technology Support Agreements can receive software updates free of charge whenever modifications have been made. Replacements for lost or damaged manual and program CDs are also provided on request.

Experts to troubleshoot your problems are only a phone call away

Technical Support Agreements provide you access to our dedicated customer support team. Available by phone 8am to 6pm EST, Monday through Friday, their job is to help keep CSI technology products up and running in your facility. They are your resource for software updates, repairs, and a wealth of information to help you optimize the tools in your Machinery Health Management program. If ten hours a day isn't enough,



Emerson's Technology Support Agreement for CSI technology hardware covers a broad range of components.

you can opt for extended support, giving you complete coverage, 24 hours a day, seven days a week.

Coverage includes even the little things

While most technology providers offer support agreements to fix major problems you may encounter, Emerson's Technology

Support Agreements go far beyond the expected. Support Agreements for our core technology products (accessory items not included) cover the normal wear-and-tear that comes from normal use of the technology. But our definition of "normal use" is very broad – we include free replacements for:

- LCD backlit displays
- backlit membrane keypads
- Transistors
- Capacitors
- Resistors
- Micro chips
- Diodes
- Board sets
- 25-pin parallel ports



"Recently my analyzer was repaired, calibrated and updated. There was never a bill and the service was excellent."

Michael Lord,
Maintenance Management Group,
Thiele Kaolin Company

- 9-pin serial ports
- BNC tach inputs
- Power connectors

Regular calibrations keep your program accurate

To ensure that your diagnosis is based on precise data, Emerson's Technology Support Agreements include an annual in-house calibration (a \$2,000 value) for your hardware. Our calibration procedures are certified by ISO 9002 and the Nuclear Procurement Issues Committee (NUPIC), so you can be confident when making the tough calls.

Your Support Agreement dollars do double-duty

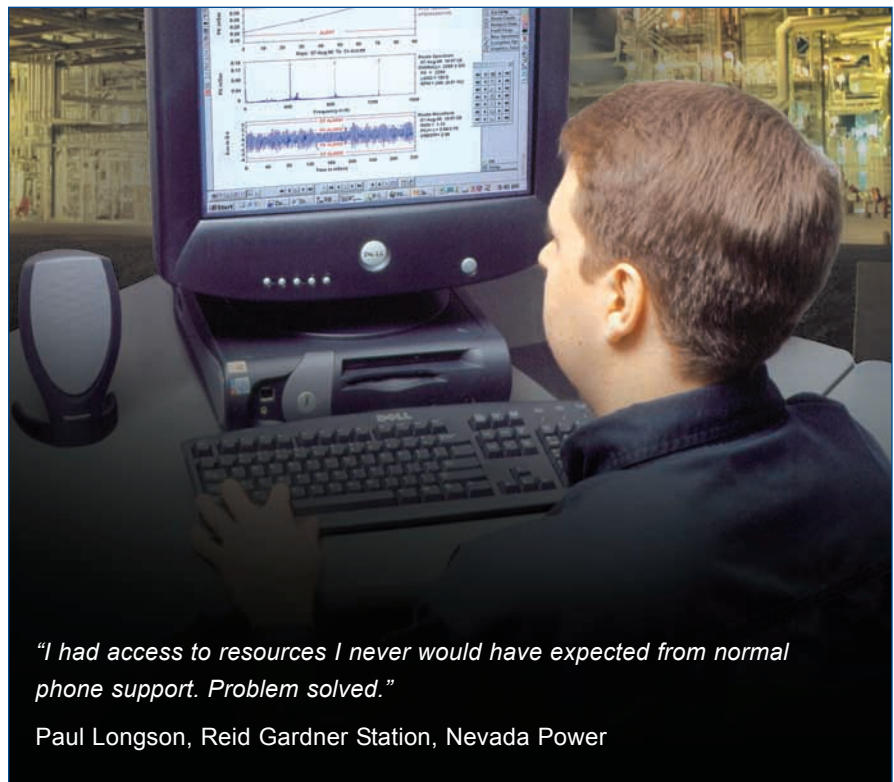
Maintaining a current Technology Support Agreement entitles you to upgrade your technology to future releases of hardware and software well below list price. As your program grows and your own levels of expertise advance, you can easily and cost effectively upgrade to more sophisticated technology.

You'll never be without your vibration analyzer

Some may require your analyzer to be in our Repair Center longer. In those instances, loaner vibration analyzers are made available to keep your maintenance program on schedule.



When your technology isn't working, you aren't working. Technology Support Agreements provide you access to loaner vibration analyzers while yours is in our Repair Center.



"I had access to resources I never would have expected from normal phone support. Problem solved."

Paul Longson, Reid Gardner Station, Nevada Power

Support Agreement Benefits:
Phone/Fax/Email Support
8 AM - 6 PM EST
Monday - Friday
Unlimited callers per site
Beta program participation when available
Support activity report upon request
Support account management upon request
Software Specific:
100% trade value on upgrades for higher value software
Product Updates
Patches via the Web
Remote terminal access
Limited IT/network Support
Database Repair
Analyzer Specific:
Discounted hardware Upgrades
Annual Calibration
Loaner vibration analyzer during analyzer servicing for customer critical situations
Extended Warranty

Value Added Options:	
NIST Calibration	Annual calibration will be NIST traceable
72 Hour Turnaround	Analyzer repaired and shipped in 72 hours
Extended Support	Phone Support 24 hours a day 7 days a week

CSI 6500 Machinery Health Monitor
Emerson's online Machinery health Management technologies share many of the same advanced capabilities with Emerson's CSI portable vibration technologies. Likewise they share many of the same great technology support agreement features. Technology support for the CSI 6500 Machinery Health Monitor includes the following additional features:
<ul style="list-style-type: none"> • Assistance in determining and trouble-shooting data acquisition issues. • Repair or replacement of any failed component of the CSI 6500 at no additional charge
Customer who have installed transient capability on the CSI 6500 can receive additional support coverage:
<ul style="list-style-type: none"> • Annual replacement of the Transient hard drive • Calibration on the mux card, tach card, and on board test signal generator • Overnight replacement of critical boards • Annual service appointment during which factory-trained service personnel will evaluate and calibrate your CSI 6500 Transient system (travel and expenses no included)

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