

Quick Response, Elite Service: The Emerson Advantage

- 24-hour service, 7 days a week, 365 days a year
- Responsive, personalized support
- Parts and service available with a single call



Our professional, efficient call coordinators focus on your needs to get the job done.

Dedicated Support

Need fast, tailored expertise with your equipment or processes? Make just one call to Emerson's Instrument & Valve Services. You'll be connected with our North American Response Center (NARC), the heart of our extensive customer support network.

Your call is automatically routed to a dedicated support team, ensuring that you receive accurate, personalized support. You will be helped by a knowledgeable, qualified inside sales representative who will assess your concerns and help you determine the best solution.

No matter where you are in your plant's life cycle, we are always available to help you with your plant's needs. With our around-the-clock availability, you can communicate with technical specialists, schedule a local service call, or receive status updates on your repair, anytime day or night.

This customer-centered service is enhanced by a comprehensive database that tracks your account activity to efficiently assist you with information regarding order history, shipping, and billing questions.

A Solutions Partner

We're so committed to offering rapid, effective solutions that if your request is not handled as quickly as we think it should be, we'll notify local, regional, and corporate management teams. This escalation procedure guarantees that your issue receives the highest priority and attention.

In addition, the NARC is also your partner for:

- Information on our services and products
- Information on service contracts and agreements
- Communication with specific service representatives
- Parts and services for all Emerson Process Management products



NARC specialists have immediate access to account activity to quickly answer your questions and assist with your needs.

*Maximize the power of Emerson's Instrument & Valve Services and rely on our innovative, agile North American Response Center. One call to **1-800-654-7768** will provide an unparalleled service experience.*

Emerson Process Management

Asset Optimization Division

Instrument & Valve Services
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Marshalltown, IA 50158

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