



OnSite Support Services

Preventive Maintenance, Troubleshooting, Repair and Startup Services Performed by Factory-trained Rockwell Automation Field Support Engineers

**Rockwell
Automation**

Competitive pressure and maintenance costs are on the rise. Maintenance budgets and skilled manpower are on the decline.

Budget reductions and a shortage of skilled labor have been identified as the top two maintenance issues facing manufacturers today¹. With our Onsite Support Services, you can utilize the extensive technical resources of Rockwell Automation to cost effectively supplement your maintenance and operations staff. Averaging more than 13 years of industrial automation experience, our field support engineers can work with you to carefully evaluate your equipment performance, production requirements, support procedures, skill sets, and budget requirements to determine the right combination of reactive, preventive and predictive support to meet your technical and financial needs and objectives. We then put the full resources of Rockwell Automation to work for you, using proven troubleshooting techniques, state-of-the-art diagnostic and testing equipment and advanced technical knowledge that deliver results. Through our OnSite Support Services, we can help you:

Reduce

- Production losses and maintenance costs due to unplanned downtime
- Equipment startup time, malfunctions and premature failure
- Mean Time to Repair (MTTR)

Improve

- Budgeting of maintenance expenses
- Product quality
- Internal troubleshooting capabilities and machine operator skills
- Overall Equipment Effectiveness (OEE)

Obtain

- Performance data to identify machine problems early, before a breakdown occurs
- Skilled resources to supplement your operations/maintenance staff during peak workloads and to quickly and efficiently complete automation-related projects
- A single source for maintenance of all your automation equipment (including programmable controllers, AC and DC drives and motors, medium voltage drives, motion control, and related peripheral devices)
- Access to the global technical resources of Rockwell Automation, the largest company in the world singularly focused on manufacturing and servicing industrial automation products

Protect

- Your biggest investment – your operations

¹ Maintenance Technology - Rockwell Automation, Maintenance and Reliability Survey (May 2002)



Our global OnSite Support network includes over 400 field support engineers located in over 50 countries. In most areas, engineers are available for immediate dispatch 24x7x365 and can arrive on your site the same day.

The Help You Need in Today's Industrial World

The pressure is on to reach maximum efficiency—and maximum profits—every hour, of every day, of every year. To prosper, companies must continuously strive to optimize their operations. Capacity must be maximized, production cycles must be reduced, inventory control must be carefully orchestrated, staff and equipment must be effectively utilized.

How are companies achieving these goals? Many turn to technology—specifically, plant floor automation. However, as system complexity has increased, many companies have found it difficult to maintain the level of knowledge, skills and experience required to effectively install, operate and maintain them.

What happens in your plant when there is a question . . . or a persistent problem? When the unexpected occurs? When production goes down? Are there sufficient internal resources to quickly and accurately troubleshoot problems without taking key staff away from their primary responsibilities? If not, problems may take days, or even weeks, to resolve—and other operations may be impacted while corrective action is performed. Time that often translates into significant hidden costs. Time that could have been spent on core activities that drive business growth.

At Rockwell Automation, we can help. We recognize that companies depend on suppliers more than ever to be a partner—collaborating with them to leverage their product expertise and industry experience into cost-effective strategies for success. We, unlike anyone else in the industrial automation market, are uniquely qualified to do so. We've been an industry leader for over a century—and are the largest company in the world singularly focused on developing, manufacturing and servicing industrial automation products. We know industrial automation, and we understand all facets of your operation. We know your business, we know your process, and we know your industry.

We also understand that each company's support needs are different. That's why we offer comprehensive OnSite Support Services for installing, operating and maintaining a wide variety of current and legacy automation equipment, including the latest Rockwell Automation products based on our industry-leading Logix integrated architecture platform. These services are completely scalable to provide the help you need, how and when you need it. Whether 24x7x365 callout service, an extended parts and labor warranty, or a full-time embedded engineer, we'll work with you to determine and provide the right support solution that best helps your company meet the challenges of today's industrial world.



Our network of field support engineers average over 13 years of industrial automation experience and participate in a comprehensive, ongoing factory training program and skills evaluation. When you order Rockwell Automation OnSite Support Services, we search our skills database to identify the local field support engineer with the right combination of industry, application and product knowledge to best meet your specific needs. In independent surveys, customer satisfaction with the performance of our field engineers averages 4.7 on a scale of 1-5.

Services. Our on-site support services range from reactive equipment repair on an as needed basis to regularly scheduled preventive maintenance, replacement parts, repair labor, and additional on-site services to enhance your internal technical capabilities and meets your corporate maintenance strategy. All annual maintenance and improvements to ensure your complete satisfaction.

Obtain help in critical downtime situations

Callout Services



Day or night, Rockwell Automation field support engineers across the globe are available 24x7x365 for dispatch on an as needed basis. Our experienced engineers can provide the automation, industry and application expertise to quickly troubleshoot unplanned downtime events or problems affecting critical operations.

Features:

- Immediate, 24x7x365 dispatch from nearest Rockwell Automation field office
- Services performed by factory-trained field support engineers with complete access to global technical resources of Rockwell Automation
- Billed on a time and material basis

Identify under-performing equipment

Plant Baseline Evaluation



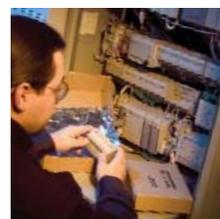
An effective plan for maximizing uptime begins with an evaluation of current machine performance and maintenance procedures. With a Plant Baseline Evaluation from Rockwell Automation, our experienced support engineers gather performance data and analyze it relative to optimum operating conditions. We then provide a comprehensive report that identifies current or potential problems and provides a course of action to resolve or prevent them.

Features:

- Identification of all items to be evaluated including drives, PLCs, motion, software, communication networks, etc.
- Control, electrical, mechanical and environmental inspection of all items on the evaluation list
- Review of maintenance and operating logs, software program revisions and back-ups, wiring diagrams, and system documentation
- Summary report with complete documentation of all tasks performed, identification of problems and recommended corrective actions

Obtain repair parts and labor quickly

Extended Parts and Labor Warranty



With an Extended Warranty Parts and Labor warranty from Rockwell Automation, you won't have to worry about unexpected breakdowns or equipment failure. Our programs include all replacement parts, repair labor and local travel for up to five additional years on select Rockwell Automation control equipment and drives. If a problem occurs, our dispatch center will immediately send an experienced, factory-trained engineer to your site to perform all repairs and restore operation as quickly as possible.

Features:

- Unlimited troubleshooting and repair services by factory-trained technicians (8 am - 5 pm local time, M-F*)
- No additional travel charges (local only)
- Procurement and installation of all replacement parts
 - Genuine Rockwell Automation replacement parts
 - No additional charge for parts

* additional charge for after-hours service

asis to comprehensive annual programs that include
site support services. Simply select the solution that best supplements
maintenance agreements include regular reviews of performance goals

Reduce time between integration and setup

ProtectionPlus Drives Startup Services



Integration and start-up of your system does not need to be complex and time consuming. With ProtectionPlus Drives Start-up Services from Rockwell Automation, you can leverage the extensive product and industry experience of our Field Support Engineers to quickly commission selected drives and reduce the time between integration and actual start-up. A one or two year extended warranty parts and labor is included depending on the drive covered.

Features:

- Verification of proper drive/motor installation, control/power wiring, AC voltage and distribution network
- Grounding checks
- Power-up, drive checks and setup
- Drive configuration/tuning to meet specific application requirements
- Adjustment of operating parameters for optimal performance
- Documentation of drive and motor nameplate information, application information, drive settings and operating parameters

Prevent automation-related problems

PerformancePlus Maintenance Programs



PerformancePlus Annual Preventive Maintenance Programs put Rockwell Automation field support engineers at your site proactively for a scheduled number of visits throughout the year. During each visit, our engineers perform a predefined set of preventive maintenance activities to help maximize the availability, reliability and efficiency of your automation equipment including programmable controllers, AC and DC drives & motors, medium voltage drives, motion control, and related peripheral devices

Features:

- Documentation of system specifications
- Control, electrical, and mechanical inspection of automation systems and equipment
- Drive calibration and adjustment (if applicable)
- Software program revision check, back-up and verification
- Communication integrity check
- On-the-job training for equipment operators and maintenance staff
- Priority response for emergency repairs
- Logbook of equipment performance and maintenance process
- Regular program status/summary reviews including progress against predefined goals and objectives

Improve maintenance expertise

Embedded Engineer

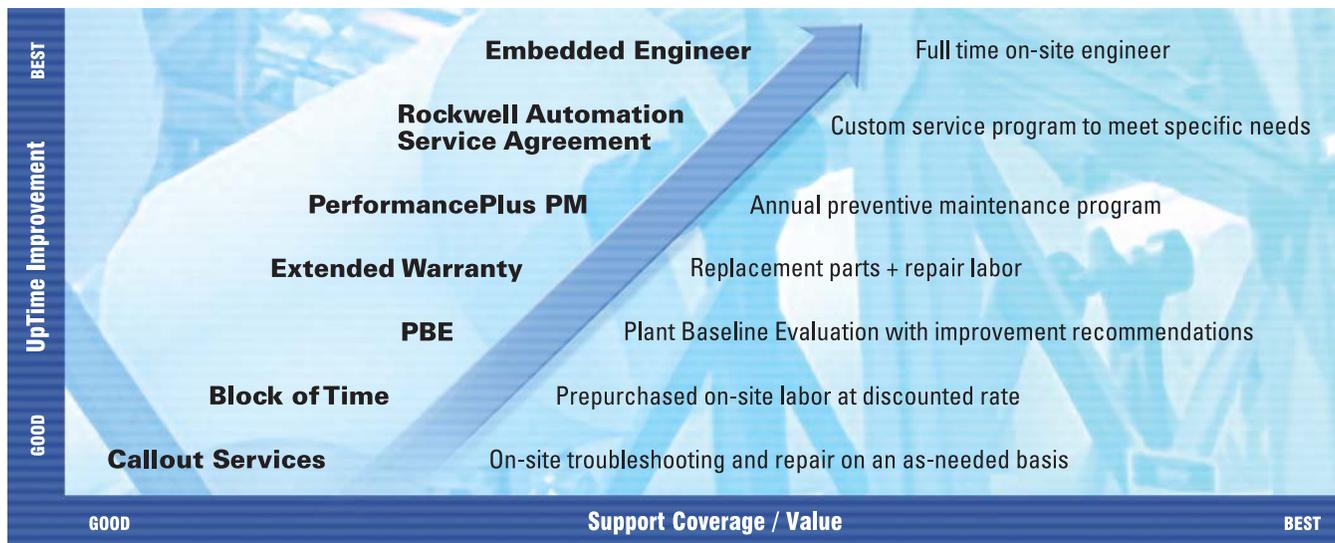


The Embedded Engineer program provides a full time Rockwell Automation Field Support Engineer at your site for an uninterrupted period of time. On site continuously, an embedded engineer provides a wide range of automation-related support services to help meet your immediate maintenance needs. Embedded engineers can also help you meet future goals by improving your internal troubleshooting and maintenance capabilities and providing recommendations on the most effective maintenance strategy for your operations.

Features:

- Preventive Maintenance (see PerformancePlus features)
- Operations Support
 - Troubleshooting and repair
 - Startup, conversion and integration assistance
 - Project management
 - Equipment performance analysis
 - Process improvement recommendations
- Coordination of Other Rockwell Automation Services (including instructor-led training, parts management, condition monitoring and more)

**Features may vary per contract terms*



Additional OnSite Support Programs

Block of Time

OnSite Support service time can also be pre-purchased at discounted rates and used on an as needed basis for special projects, peak workloads, non-critical troubleshooting and repairs, small scale conversions, and other onsite support needs.

Rockwell Automation Service Agreements

To help meet your unique support and maintenance needs, we can design a custom program from our complete portfolio of reactive, preventive and predictive services. Custom programs can include:

- Assessment Services
- Certification Programs
- Computer and Self-paced Training
- Instructor-led Training
- Integrated Condition Monitoring
- Network Services
- OnSite Support
- Phone Support
- Remote Monitoring Services
- Repair and Parts Services
- Storeroom Services

How to Order

To order Callout Services, call the appropriate phone number below based on the location in need of assistance:

- U.S. (all hours):
1-440-646-3434
- Outside U.S.
local Rockwell Automation sales office*

To order all other OnSite Support Services, contact your local Rockwell Automation sales office or authorized distributor.

For More Information

For more information about our OnSite Support Services, contact your local Rockwell Automation sales office or authorized distributor, or go to:
<http://support.rockwellautomation.com/supportprograms>

* To order after hours callout services in Canada, call 1-800-422-4913 (weekdays 5 pm-8 am local time, weekends, holidays). For the Rockwell Automation office nearest you, go to www.rockwellautomation.com and click on the globe icon under the Rockwell Automation logo

www.rockwellautomation.com

Corporate Headquarters

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