

On-Site Support Services

Extended Parts and Labor Warranty Programs

Extended Parts and Labor Warranties for Selected Rockwell Automation Products

With an Extended Parts and Labor Warranty Program from Rockwell Automation, you won't have to worry about unexpected breakdowns or equipment failure. Our programs include all replacement parts, repair labor and travel for up to five additional years on select Rockwell Automation control equipment and drives. If a problem occurs, our 24x7x365 dispatch center will immediately send an experienced, factory-trained technician to your site to perform all repairs and restore operation, often reducing your Mean Time to Repair (MTTR), unscheduled downtime, and overall maintenance expenses.

Features

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

*additional charge for after-hours service



Benefits

- Reduce liability for equipment malfunction or failure
- Reduce the duration of unscheduled downtime events
- Reduce overall maintenance expenses
- Reduce Mean Time to Repair (MTTR)
- Obtain replacement parts quickly and easily without the need for separate purchase orders or administrative burden
- Improve budgeting of maintenance expenses
- Fully protect your biggest investment – your operations

For More Information

For more information about Extended Warranty Programs, contact your local Rockwell Automation sales office or authorized distributor, or visit:

<http://support.rockwellautomation.com/supportprograms>.