



# Allen-Bradley Drives' Technical Support

Rockwell Automation is committed to maintaining and supporting your Allen-Bradley drives and installations. Included in this commitment is support for active products, support for products that are no longer manufactured and consultation for high performance drive applications. Allen-Bradley Drives' Technical Support Center is staffed with knowledgeable, experienced specialists who have the expertise, equipment and documentation to answer your product questions accurately and efficiently. To help minimize the expense of production downtime, our call center provides technical assistance weekdays from 7:00 a.m. to 6:00 p.m. Central Standard Time by dialing 262-512-8176. Support options include: active and inactive product phone support; obsolete and discontinued product phone support; web based support; and, SupportPlus.

## Support Options

### Active and Inactive Product Phone Support

All Active and Inactive products receive phone support, available free of charge.

### Obsolete and Discontinued Product Phone Support

All Obsolete and some Discontinued products have phone support available in two packages: an annual site contract and a single incident charge. Refer to the Drive Product Life Stages chart for product life descriptions.

An **annual site contract** entitles you to an unlimited number of calls over a twelve-month period for a single product line at one location. This is the best option for customers who have a large number of mature products or those who need to make changes to existing configurations.

**Single incident support** is also available to assist in resolving a specific problem. At the time of the initial phone call to technical support, a case number is assigned. This case will remain open until the particular



incident or problem is resolved even if multiple phone calls are involved. Both options can be purchased with a credit card or a company Purchase Order.

All calls for part number cross-reference or for assistance in upgrading to a current product are at no charge.

### Web Based Support

Allen-Bradley Drives Technical Support maintains a web site ([www.ab.com/support/abdrives](http://www.ab.com/support/abdrives)) with information on all drive products. Information available includes dimensions, spare parts lists, wiring diagrams, firmware updates and more. This site also has a discussion forum and the ability to direct an e-mail request to the technical support group.

\* For a listing of obsolete and discontinued products, please visit

#### ACTIVE

In catalog and available for sale

#### INACTIVE

No orders for new drives accepted, parts and service available

#### DISCONTINUED

Sale of parts limited to available inventory, repair services available

#### OBSOLETE

Repair services available on a limited basis, contingent on component availability. Recommended to transition to replacement products.

[www.ab.com/support/abdrives](http://www.ab.com/support/abdrives)

*Technical Support Profile*

**Rockwell  
Automation**

## SupportPlus

For consultation on high performance drive applications, we offer our **SupportPlus** program. SupportPlus uses expert level Rockwell Automation system engineers to support your engineering team.



### Design Consultation

Design consultation is also available on a fee basis.

SupportPlus engineers will help layout appropriate architecture, configure drives, recommend programming techniques and provide application assistance on the most effective ways to implement control solutions. The SupportPlus engineers will provide example Allen-Bradley PLC programs and drive configuration files that can be incorporated into your solutions. SupportPlus engineers will share files through a website or via E-mail. Service is available through the entire design and commissioning process.

This is a cost-effective alternative to system engineering services if you prefer to provide your own engineering but need additional support. This service complements your engineering team by providing application and site specific support when you most need it.

### Power Quality Analysis

With the increased use of electronic equipment such as variable speed drives in the industrial, commercial and utility environment, an increased awareness of potential power quality issues has arisen.

SupportPlus offers on-site power quality and EMC (electromagnetic compatibility) analysis associated with the installation, application and use of variable speed AC and DC drives.

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This service provides consumption monitoring, measurement and information analysis for single and multiple drive applications as related to drive performance. SupportPlus can also troubleshoot and provide solutions to drive related EMI (electromagnetic interference) problems.

Pre-installation wiring and grounding consultation is also available as well as training on drive installation and problem solving.

This valuable service can improve your uptime and decrease maintenance and energy costs.

### Product Failure Analysis

The SupportPlus team can also provide probable cause or root-cause failure analysis to investigate high failure rates that may have resulted from installation, application or environmental issues.

### Get Proven Results

The SupportPlus team works through design issues before they reach the field, reducing the engineering and commissioning cycle. The SupportPlus team analyzes the entire solution, examining potential issues like network update rates, drive throughput times and correct gearing schemes.

	Complimentary	Fee for Service	
	Product Support	Product Support	SupportPlus
	Active/In-Active Product Lines	Discontinued/Obsolete Products	Active Product Lines
Product or Application Specification	x	x	
Documentation Request	x	x	
Hardware-Electrical	x	x	
Installation	x	x	
Technical Question	x	x	
Startup Guidance	x	x	
Software Tools	x	x	
Basic Configuration and Programming	x	x	
Communication Modules	x	x	
Breakdown	x	x	
Product Specific Questions	x	x	
Firmware Upload/Download	x	x	
Repair/Replacement Parts Information	x	x	
Warranty Administration	x	x	
Architecture Design			x
Product/Network Configuration			x
Application Engineering Design			x
Application Support			x
Software Architecture and Design			x
Standard Software Module Integration			x
Custom Software Module Creation			x
Site Specific Drive Control Support			x
Power Analysis			x
Product Failure Analysis			x

[www.rockwellautomation.com](http://www.rockwellautomation.com)

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