

Certified Product Service Centers Open Worldwide

*Emerson Reduces Costs and Repair Time for Customers
Around the Globe*



Emerson is proud to announce the addition of new Certified Product Service Centers around the globe, which offer better localized support for customers. These centers perform calibrations, updates and repairs on Machinery Health Management (MHM) and AMS products with a goal to dramatically increase Emerson service levels worldwide.

The goal of the Product Service Centers is to provide excellent repair services, reduce shipping costs and most importantly provide customers quick turn-around time so they can get their MHM/AMS product returned to continue to monitor essential assets.

- All centers undergo extensive training and are constantly kept aware of any hardware, firmware and software updates or issues. Centers adhere to standard MHM/AMS pricing and consistent service levels.
- If a center outside the United States cannot make a repair, the product is shipped to the main repair center in Knoxville, Tennessee, for guaranteed repair — at no additional charge to the customer.
- Emerson certified technicians and trained professionals check for and repair any other problematic issues the customer may not be aware of.
- Calibrations require certified firmware tool that is unique for every specific CSI/AMS firmware version — only the Emerson Certified Product Service Centers have this unique calibration firmware capability.



Only Emerson Service and Repair Centers have the specific expertise, tools, OEM parts and quality assurance processes in place to ensure the service work meets Emerson’s highest level of quality and customer satisfaction.

We have two factory repair centers and 10 other sites across the globe.

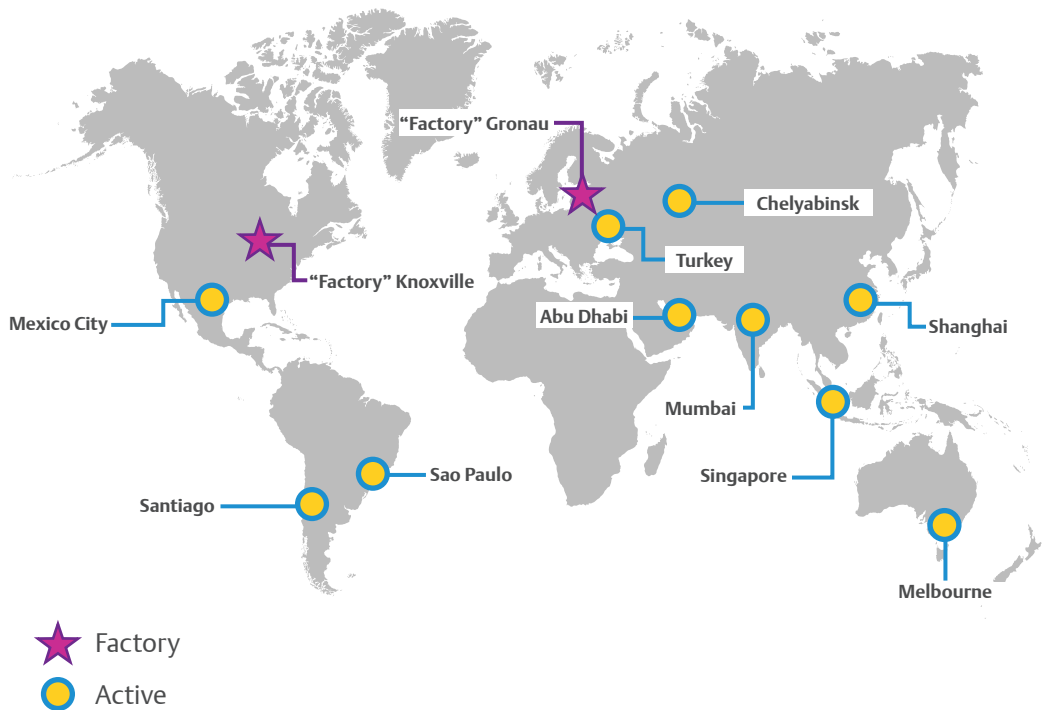
Current, Fully Capable Emerson-Authorized Service and Repair Centers:

- Knoxville, Tennessee, United States
- Gronau, Germany

Current, Partially Capable Emerson-Authorized Service and Repair Centers:

- | | |
|---|--|
| ■ Mexico City, Mexico <ul style="list-style-type: none">• CSI 2130/AMS 2140 and AMS Trex | ■ Singapore <ul style="list-style-type: none">• CSI 2130/AMS 2140 and AMS Trex |
| ■ Santiago, Chile <ul style="list-style-type: none">• CSI 2130/AMS 2140 and AMS Trex | ■ Mumbai, India <ul style="list-style-type: none">• CSI 2130/AMS 2140 and AMS Trex |
| ■ Sao Paulo, Brazil <ul style="list-style-type: none">• CSI 2130/AMS 2140 and AMS Trex | ■ Shanghai, China <ul style="list-style-type: none">• CSI 2130/AMS 2140 and AMS Trex |
| ■ Turkey <ul style="list-style-type: none">• CSI 2130/AMS 2140 and AMS Trex | ■ Chelyabinsk, Russia <ul style="list-style-type: none">• CSI 2130/AMS 2140 and AMS Trex |
| ■ Abu Dhabi, United Arab Emirates <ul style="list-style-type: none">• CSI 2130/AMS 2140 and AMS Trex | ■ Melbourne, Australia <ul style="list-style-type: none">• CSI 2130/AMS 2140 and AMS Trex |

Emerson Global Certified Service Centers



■ **Knoxville**

835 Innovation Dr. Knoxville, TN 37932
(All AMS/CSI products)

■ **Gronau**

Jobkesweg 3, 48599 Gronau, Germany
(All AMS/CSI products)

■ **Abu Dhabi**

Unit No. 2 Global Ascent Building,
Po Box 105958 Mussafah, M4 Abu Dhabi, UAE
(CSI 2130/AMS 2140 and AMS Trex)

■ **Australia**

471 Mountain Highway
Bayswater, VIC 3153, Australia
(CSI 2130/AMS 2140 and AMS Trex)

■ **Singapore**

No.9 Gul Road # 01-01 Singapore 629361
(CSI 2130/AMS 2140 and AMS Trex)

■ **Brazil**

Av. Hollingsworth, 325 - Iporanga Sorocaba SP 18087-105
(CSI 2130/AMS 2140 and AMS Trex)

■ **Chile**

Los Ebanistas 8611, La reina,
Santiago de Chile, PC7880060
(CSI 2130/AMS 2140 and AMS Trex)

■ **Mexico**

Calle 10 No. 145 San Pedro de los Pinos
Del. Álvaro Obregón, México, D.F. 01180
(CSI 2130/AMS 2140 and AMS Trex)

■ **India**

Private Limited Plot No. A/145 I TTC Industrial Area,
MIDC Pawane, Navi Mumbai, Maharashtra 400 710, India
(CSI 2130/AMS 2140 and AMS Trex)

■ **Russia**

15, Novogradsky Prospekt Chelyabinsk,
454003 Russian Federation
(CSI 2130/AMS 2140 and AMS Trex)

■ **Turkey**

Icerenkoy Mah. Topcu Ibrahim Sok.
No:13 Kat:4 34752 Istanbul
(CSI 2130/AMS 2140 and AMS Trex)

■ **China**

1277 Xin Jin Qiao Road, Pudong, Shanghai, 201206
(CSI 2130/AMS 2140 and AMS Trex)

For more information about Emerson Service and Repair Centers, please contact Robyn Buckner, Global Product Repair Center Manager with Reliability Solutions, Machinery Health Management - Robyn.Buckner@Emerson.com

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