

## Product Support Information

Effective March 31, 2023

### Emerson Automation Solutions, Process Systems & Solutions Product Support and Customer Service

For a listing of local Emerson Representatives and Field Service Offices please go to: <http://www.emerson.com/en-us/contact-us>

Following is Contact Information for the Global Service Center (listed by country):

North America (NA) and Latin America (LA)			
Country	Coverage	Toll-Free	Alternate (caller pays)
US/Canada	Customer & Support Company	<b>Product Support:</b> 1 800-833-8314, 1-877-812-4036 <b>Customer Service:</b> 1-888-367-3774	+1 512-832-3774
Mexico	Customer & Support Company	01-800-062-1077 01 800 088 33 5828	+1-512-832-3774
Mexico City (Local)	Customer & Support Company	(55) 5809 5408	+1 512-832-3774
Argentina	Customer & Support Company	0800 266 4500	+1 512-832-3774
Bolivia	Customer & Support Company	800 100 959	+1 512-832-3774
Brazil	Customer & Support Company	N/A	+55 15 3413-8944, +55 15 3413-8945
Chile	Customer & Support Company	1 230 020 5575	+1 512-832-3774
Colombia	Customer & Support Company	1 800 518 1623	+1 512-832-3774
Costa Rica	Customer & Support Company	N/A	+52 55 5809 5408, +1 512-832-3774
Dominican Republic	Customer & Support Company	1 800 7519001	+1 512-832-3774
Ecuador	Customer & Support Company	Dial 1999-119 then 888 846 4838	+1 512-832-3774
El Salvador	Customer & Support Company	800 6893	+52 55 5809 5408, +1 512-832-3744
Guatemala	Customer & Support Company	N/A	+52 55 5809 5408, +1 512-832-3774
Jamaica	Customer & Support Company	N/A	+1 512-832-3774
Nicaragua	Customer & Support Company	N/A	+52 55 5809 5408, +1 512-832-3774
Panamá	Customer & Support Company	N/A	+52 55 5809 5408, +1 512-832-3774
Peru	Customer & Support Company	0800 77958	+1 512-832-3774
Trinidad and Tobago	Customer & Support Company	1888 456 1407	+1 512-832-3774
Venezuela	Customer & Support Company	0800 1008731	+1 512-832-3774
Other Latin America Countries	Customer & Support Company	N/A	+1 512-832-3774

## Product Support Information

Asia Pacific (AP)-LBP's and FSO's			
<b>Countries:</b> Austria, Belarus, Bulgaria, Czech Republic, Estonia, Georgia, Greece, Hungary, Kazakhstan, Lithuania, Poland, Romania, Russia, Slovakia, Slovenia, Switzerland, Turkey, Ukraine: +63 2 8702 1111 (caller pays)			
Country	Coverage	Toll-Free	Alternate (caller pays)
Australia	Customer & Support Company	0011 800 3562 3562	0282239394
China	Customer & Support Company	400 820 8682	+63 2 8702 1111
India	Customer & Support Company	000 800 440 1117	+63 2 8702 1111
Indonesia	Customer & Support Company	001 803 44 2152	+63 2 8702 1111
Malaysia	Customer & Support Company	1 800 88 1572	+63 2 8702 1111
New Zealand	Customer & Support Company	00 800 3562 3562	09 970 3112
Singapore	Customer & Support Company	800 1863 004	+63 2 8702 1111
South Korea	Customer & Support Company	080 500 5787	+63 2 8702 1111
Thailand	Customer & Support Company	00 1 800 441 3508	+63 2 8702 1111
Other AP Countries	Support Company	N/A	+63 2 8702 1111
Middle East, Africa (MEA)-Representatives and FSO's			
Country	Coverage	Toll-Free	Alternate (caller pays)
Angola	Customer & Support Company	N/A	+63 2 8702 1111
Bahrain	To call Dubai office	N/A	+971 4 883 5235
Egypt	Customer & Support Company	0800 000 0015	+63 2 8702 1111
Israel	Customer & Support Company	N/A	+63 2 8702 1111
Kuwait	Customer & Support Company	6632-9901	+63 2 8702 1111
Nigeria	Customer & Support Company	N/A	+63 2 8702 1111
Oman	Customer & Support Company	800 77630	+63 2 8702 1111
Qatar	Customer & Support Company	4431 0044	+63 2 8702 1111
Saudi Arabia	Customer & Support Company	800 844 1196	+63 2 8702 1111
South Africa	Customer & Support Company	800 991 390	+63 2 8702 1111
United Arab Emirates	Customer & Support Company	800 0630 0019	+63 2 8702 1111
Western Europe-LBP's and FSO's			
Country	Coverage	Toll-Free	Alternate (caller pays)
Belgium	Support Company	N/A	+63 2 8702 1111
France	Support Company	N/A	+63 2 8702 1111
Germany	Support Company	N/A	+63 2 8702 1111
Ireland	Customer & Support Company	1-800-924-745	+353 (0) 1407 3409
Italy	Support Company	N/A	+63 2 8702 1111
Netherlands	Support Company	N/A	+63 2 8702 1111
Portugal	Support Company	N/A	+63 2 8702 1111
Spain	Support Company	N/A	+63 2 8702 1111
United Kingdom	Customer & Support Company	0-800-783-0116	+63 2 8702 1111

## Product Support Information

Central & Eastern Europe			
<b>Countries:</b> Austria, Belarus, Bulgaria, Czech Republic, Estonia, Georgia, Greece, Hungary, Kazakhstan, Lithuania, Poland, Romania, Russia, Slovakia, Slovenia, Switzerland, Turkey, Ukraine: + 63 2 8702 1111 (caller pays)			
Country	Coverage	Toll-Free	Alternate (caller pays)
Czech Republic	Customer & Support Company	800 900 482	+63 2 8702 1111
Poland	Customer & Support Company	800 441 1688	+63 2 8702 1111
Romania	Customer & Support Company	800 894 483	+63 2 8702 1111
Scandinavia-LBP's and FSO's			
Country	Coverage	Toll-Free	Alternate (caller pays)
Denmark	Customer & Support Company	00 800 3161 3161	+45 3832 2924
Finland	Customer & Support Company	00 800 3161 3161	+358 9 6937 9678
Norway	Customer & Support Company	00 800 3161 3161	+47 2316 2893
Sweden	Customer & Support Company	00 800 3161 3161	+46 8 5853 6903

## Global Service Center / Online & Email Customer Service Contact Information

Your Single Point-of-Contact for Factory Support and Service.

Email: [Guardian.GSC@Emerson.com](mailto:Guardian.GSC@Emerson.com)

Web:

Guardian: <http://guardian.emerson.com>

Support Subscription required.

### Chat Support

Chat Support is best suited for inquiry level calls. For more detailed issues please submit a support call through the Support Tab where you can upload related files and screenshots. Chat Support is available to DeltaV™, AMS Device Manager, and AMS Machinery Health, Plantweb Optics, and Syncade product lines. Please be advised that Emerson Support Engineers may utilize the assistance of 3rd party translation services.

### Phone Support

Spanish Support is only available for DeltaV Systems.

## Product Support Information

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### Regular Hours of Operation

**Support Coverage:** DeltaV, Smart Wireless Field Networks, Smart Wireless Plant Networks, AMS Suite Device & Handheld Products, Plantweb Optics, and Syncade Smart Operations Management Suite

For CSI 4500, Sustain Support plan may be required.

**Support for emergency situations is available over the phone 24 hours a day.** Request for assistance via chat, email or Guardian are only monitored within the defined schedule below:

Submission Methods	Availability	Response Time
Phone	24 hours a day, 7 days a week	Immediate
Guardian Chat	Sunday, 22:00 UTC +0 to Friday 22:00 UTC +0	Immediate
Guardian-Submitted	24 hours a day, 7 days a week	1 business day
Email	Sunday, 22:00 UTC +0 to Friday 22:00 UTC +0	1 business day

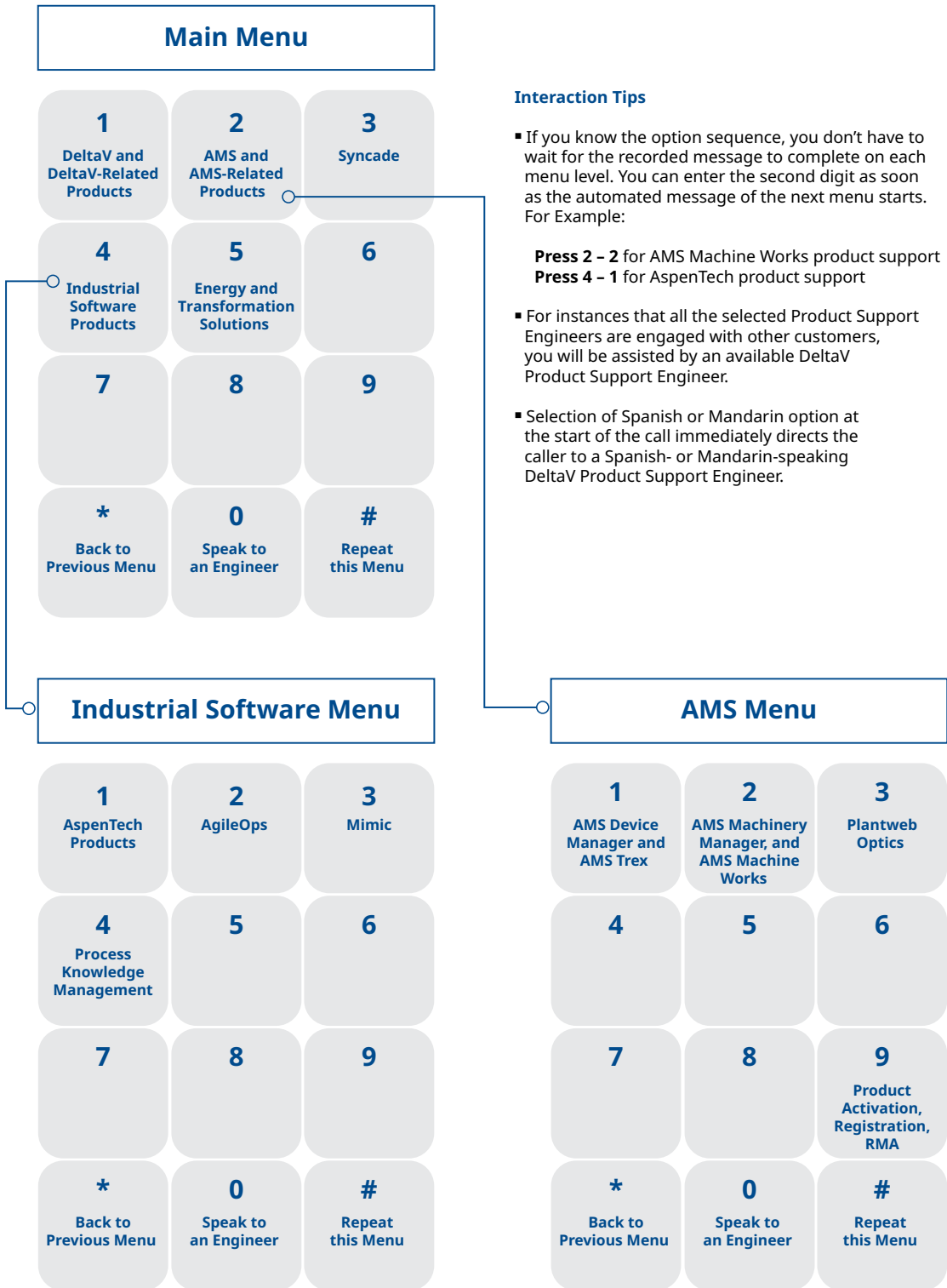
Please note that you will be asked to provide the following information for verification process and call ticket creation:

- a. **Product Line** (*DeltaV, AMS Device Manager, Plantweb Optics, Syncade MES, Machinery Health products, Field Communicators*)
- b. **Product Version**
- c. **Serial Number** (*For Field Communicators, Machinery Health products and other devices*); or  
**System ID** (*For DeltaV, AMS Device Manager, Plantweb Optics, Syncade MES, Machinery Health products*)
- d. Is the system in Testing/Commissioning/New Project phase? If YES, provide Target Completion Date

# Product Support Information

## GSC Phone Menu

This phone menu provides you the option to select the product you need support on, allowing faster access to the right product expert. The main product menu only has 5 options, and the sub-menu only goes one 1 level deep. See below for the available menu options.



## Product Support Information

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 [www.emerson.com/contactus](http://www.emerson.com/contactus)

