

# DeltaV™ Extended Hardware Warranty Service



## Key Benefits

**Reduce inventory costs:** Minimize ongoing related costs for storage, periodic checkout, inventory administration and spares upgrades to match online equipment upgrades. The Extended Hardware Warranty service enables you to reduce your spares inventory and invest your capital elsewhere.

**Minimize lost production:** Ready-to-ship replacement spares will help you achieve measurable and meaningful results in your system's availability and productivity. Your part will be shipped out within one business day after completion of the return authorization request process, minimizing lost production.

**Accomplish cost-effective maintenance:** The Extended Hardware Warranty service provides maintenance budget certainty and good value. You keep just the critical onsite spares you require, knowing that a replacement for a spare you consume is on its way.

In the process automation industry, Emerson is the acknowledged leader for delivering quality support and customer satisfaction after the sale.

## Introduction

The Extended Hardware Warranty service supports the essential spares requirement for your DeltaV™ Distributed Control System (DCS), Safety Instrumented System (SIS), or Standalone DeltaV PK Controller system by providing direct access to replacement parts from Emerson.

The Extended Hardware Warranty service can assist in meeting your basic needs to ensure process availability, asset utilization and attainment of cost management objectives. These services prolong your system's lifecycle while lowering your total cost of ownership.

## Service Description

The standard hardware warranty period for the DeltaV DCS and SIS, and Standalone DeltaV PK Controller systems is 12 months from initial installation, but not greater than 18 months after shipment. (This does not include workstation and server equipment.) Emerson offers the Extended Hardware Warranty service to provide replacement parts after the standard hardware warranty has expired.

Further description and general conditions of the service include:

- The Extended Hardware Warranty service provides replacement of an enrolled system's failed assemblies with new or repaired Emerson factory assemblies, at no additional cost, and replacement assemblies are warranted for one year.
- The Extended Hardware Warranty service provides replacement modules for all Emerson Process Systems & Solutions (PSS) Price Book DeltaV DCS, SIS and DeltaV Standalone PK Controller system products that are in a lifecycle status of Current, Active or Supported, and the where original factory shipment date does not exceed 15 years.
- The service is purchased in annual increments, and failed assemblies must be returned for replacement within the enrolled support year.
- For DeltaV DCS or SIS systems in working condition, the Extended Hardware Warranty service is based on the DST count for the system. The DST counts of multiple systems may be consolidated for systems within the same site. For DeltaV Standalone PK Controller systems in working condition, the service is based on the DST count of the PK controller and whether it is redundant.
- Emerson will ship replacement assemblies within one regular business day following completion of the return authorization request process.
- The Extended Hardware Warranty service does not include Dell products such as workstations, servers, monitors, printers, and other Dell-manufactured items and associated peripherals. The service also does not include non-standard 'buy-out' products such as operator panels, special network or other third-party interface devices, as well as all PKFLEX hardware included in their subscription.
- Replacement assemblies will be provided on an exchange basis only.
- The Extended Hardware Warranty service is intended for failed item replacement only. It is not for purposes

of updating, repairing, checkout, re-configuring, calibrating or cleaning of the DeltaV hardware.

- For a covered system with assemblies in a Retired lifecycle status, a drop-in replacement for a failed Retired assembly will be provided if available. However, if a drop-in replacement is not available, the failed Retired assembly is not covered by the service.
- In hardware redundancy situations, and where a newer drop-in replacement is available for a failed Retired assembly, the Extended Hardware Warranty does not cover replacement of the second (functional) assembly.
- Technical Support and Onsite services are available at an additional cost to provide fault isolation, removal or installation of spares, software reinstallation, etc.
- The return process must adhere to the existing policies, including the DeltaV Hardware/Software Return Policy, and the DeltaV™ Hardware Return Policy covering Product Analysis, Invoicing, and Customer-Induced Damage.

## Customer Responsibilities

In order to ensure the effectiveness and responsiveness of the Extended Hardware Warranty service, the Customer will be expected to meet the following obligations:

- Identifying, removing, and re-installing an assembly within the system at their own expense.
- Properly packing failed assemblies to reasonably protect them from physical and electrostatic damage during return shipment.
- The return of faulty/defective parts under warranty is required per our DeltaV hardware warranty policy. All DeltaV faulty/defective parts replaced under Extended Hardware Warranty must be returned to Emerson within 90 days after the MRT approval. Faulty/Defective parts under warranty that are not returned within 90 days after the MRT approval will be invoiced at the full list price of the replacement, in addition to freight and handling cost. Invoicing will be to the company referenced on the Purchase Order.
- Failed assemblies returned to Emerson that have been mechanically damaged, modified without authorization, immersed in liquid, corroded, damaged by fire, or are otherwise unsuitable for reconditioning are subject to rejection. Emerson will invoice the Customer for any rejected assembly at the existing spare assembly price.

## Ordering Information

Description	Model Number
DeltaV DCS or SIS Extended Hardware Warranty (12-months of service)	VE9005Sxxxx <sup>1</sup>
DeltaV DCS or SIS Extended Hardware Warranty (Multiple years of service)	VE9005Sxxxx-y <sup>2</sup>
DeltaV DCS or SIS Extended Hardware Warranty Consolidated Systems (12-months of service)	VE9005SCxxxx <sup>1</sup>
DeltaV DCS or SIS Extended Hardware Warranty Consolidated Systems (Multiple years of service)	VE9005SCxxxx-y <sup>2</sup>
DeltaV Standalone PK Controller System Extended Hardware Warranty (12 months of service)	PK9005axxxx <sup>3</sup>
DeltaV Standalone PK Controller System Extended Hardware Warranty (Multiple years of service)	PK9005axxxx-y

<sup>1</sup> Where xxxx represents the location's aggregate DST count, up to 30,000 DSTs for DeltaV DCS or SIS systems, or the DST count for the DeltaV Standalone PK Controller (100, 300, 750 or 1500).

<sup>2</sup> Where "y" is 3, or 5 years for Multi-Year Agreement.

<sup>3</sup> Where a will be R for redundant controllers or S for simplex controllers.

For systems where the Standard Hardware Warranty or previous Extended Hardware Warranty service has been expired for more than 90 days, a site audit and signed Warranty Reinstatement form is required.

To learn how comprehensive Lifecycle Services solutions address your process management needs, contact your local Emerson sales office or representative, or visit [www.emerson.com](http://www.emerson.com).

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