

# Emergency Onsite Service

- Reduce unplanned downtime
- Gain high availability assistance
- Reduce training time and expenses



*Emergency Onsite Service provides control system experts for unplanned events.*

## Introduction

Unplanned events can happen at any time leaving the facility at the mercy of the control system. Having a team of qualified people available at a moments notice can help bridge the gap between an incident and smooth process recovery.

Emergency Onsite Service provides a control system expert for fast and efficient onsite support.

## Benefits

**Reduce unplanned downtime:** When remote support and system diagnosis capabilities cannot solve an issue, onsite assistance may be necessary to return plant operations to normal.

With Emergency Onsite Service, a control system expert will be on standby for onsite assistance to reduce or eliminate any unplanned downtime. Our extensive network of professionals is available and equipped to provide expert local language on-site assistance.

**Gain high availability assistance:** Unplanned maintenance costs can be expensive, particularly when they involve after-hours assistance. With Emergency Onsite Service, you can budget in advance for the availability of expert on-site assistance and reduce the hassles of the dreaded spikes in your maintenance costs.

**Reduce training time and expenses:** The time and expense of maintaining engineering and support expertise within your facility can be high, and system troubleshooting skills deteriorate with infrequent use or are lost altogether with staff turnover. We can help control your costs with an affordable alternative that provides access to our highly qualified staff when you need them, 24 hours a day, 7 days a week.

## With Emergency Onsite Service, You Get:

- Priority after-hours response from an Emerson certified control system expert.
- Services are performed at your site by our certified experts. The time spent to resolve the issue is typically deducted from a service bank of hours purchased with our complimentary Scheduled Onsite Service.

## Ordering Information

Description	Model Number
Emergency Onsite Service	Please consult your local Emerson office for availability

## Service Notes

Spares or consumable material necessary to replace worn, unserviceable, or faulty items will be provided by the customer or by Emerson at additional cost.

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