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Dear valued Emerson customer,

Your investment in Emerson products and technologies is something we take seriously...and we think that you do too. It is for this reason that Emerson-authorized Service and Repair Centers are available around the world to perform your calibrations, updates, and repairs on your investment.

All Emerson-authorized Service and Repair Centers have a proven success record and below are just a few of the reasons why:

- All authorized repair centers around the world undergo extensive training and are constantly kept aware of any hardware, firmware, and software updates or issues.
- If one of the centers, outside of the United States, cannot repair or does not understand the issue, the product is shipped to the main repair center in Knoxville, TN. for guaranteed repair – at no additional charge to you.
- When a CSI 2130 Machinery Health Analyzer is sent in for calibrations, our trained professionals check for and repair other problematic issues that you may not be aware of. Not only do we know what potential issues to look for, we use only the exact originally specified parts to perform the repair.
- All CSI 2130 calibrations require an Emerson calibration firmware tool that is unique for every specific CSI 2130 firmware version – no one other than Emerson authorized Service and Repair Centers has this unique calibration firmware capability.

Please remember that although there are many companies that offer to repair your Emerson technologies 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 urge you to continue using only Emerson-authorized Service and Repair centers.

The only Emerson-authorized Service and Repair Centers include:

- United States – Emerson Process Management, Knoxville, Tennessee
- Latin America – Emerson Process Management, Brazil
- Asia Pacific – Emerson Process Management, Singapore
- Australia – SigmaMSc – Emerson certified for specific/limited repairs
- Europe – Emerson Process Management, Belgium
- Spain – Preditec – Emerson certified for calibrations
- South Africa – A&H - Emerson certified for specific/limited repairs

Please note that anyone else claiming to do calibrations, repairs, or updates on your equipment is not an authorized Emerson Service and Repair Center. If you are unsure if the repair center that you are using is authorized please feel free to contact Product Support at [mhm.custserv@emerson.com](mailto:mhm.custserv@emerson.com) or 865-675-4274.

Sincerely,

Beth Mencer  
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