

Express Module Replacement for PROVOX® and RS3™ Systems



The right part in the right place at the right time.

- Reduce inventory costs
- Avoid risk of parts obsolescence
- Minimize lost production
- Accomplish cost-effective maintenance

Introduction

Express Module Replacement, part of the SureService solution, is a valuable service that supports the essential spares requirement for your PROVOX® or RS3™ automation system by providing direct access to required spares from Emerson Process Management.

Express Module Replacement service can assist in meeting your basic needs to ensure process availability, asset utilization and attainment of cost management objectives. These services extend your system's life cycle while lowering your total cost of ownership.

Benefits

Reduce inventory costs. Minimize ongoing related costs for storage, periodic checkout, inventory administration and spares upgrades to match online equipment upgrades. Express Module Replacement service enables you to reduce your spares inventory and invest your capital elsewhere.

Avoid risk of parts obsolescence. Could a missing, incompatible or inoperative spare put your operation at risk? Express Module Replacement is targeted to meet the primary needs of your spares management program by providing a factory spare that is in good working order and properly matched to the revision level of your control system.

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 directly to the site within 24 hours of your request, minimizing lost production.



Accomplish cost-effective maintenance. The Express Module Replacement program provides maintenance budget certainty and good value. You keep just the critical on-site spares you require, knowing that a replacement for any spare you consume is immediately on its way.

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

Service Description

The following description further defines the Express Module Replacement service including general conditions:

- Emerson Process Management will work with the customer to develop a specific list of the site assembly parts covered and the committed quantity of available spares to be included in the Express Module Replacement agreement. A quotation for the service will be provided to the customer and if accepted will result in a contract being executed and signed by both parties.
- Emerson Process Management will ship from its inventory a replacement assembly in exchange for a failed assembly from the Customer site specified list within 24 hours following the Customer's request.
- All replacement assemblies will be reconditioned with the latest revision updates installed for optimum reliability and dependable system operation. Replacement assemblies provided under this agreement are covered by the remaining original warranty or 90 days, whichever is greater.
- Replacement assemblies will be provided on an exchange basis only.
- Express Module Replacement is renewable annually and is based on usage history.

- Express Module Replacement is intended for failed item replacement and not for purposes of updating, refurbishing, checkout, re-configuring, calibrating or cleaning of the system.
- SureService Expert Technical Support and On-Site services are available at an additional cost to provide fault isolation, removal or installation of spares, software reinstallation, etc.

Customer Responsibilities

In order to ensure the effectiveness and responsiveness of the Express Module Replacement program, the Customer will be expected to meet the following obligations:

- Identifying, removing, and re-installing an assembly within a system or product, at his own expense.
- Properly packing failed assemblies so as to reasonably protect them from physical and electrostatic damage during return shipment.
- Customers are required to send back a like item within seven days of receipt of the provided replacement. Failure by the Customer to return the defective assembly within the time provided will result in being invoiced for the replacement assembly at the prevailing spare assembly price at that time.
- Failed assemblies returned to Emerson Process Management 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 Process Management will invoice the Customer for any rejected assembly at the spare assembly price prevailing at that time.

Ordering Information

Description	Model Number
PROVOX Express Module Replacement (12-month)	VE9007
RS3 Express Module Replacement (12-month)	VE9008

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