

# Emergency On-Site Service



*Reduce downtime with priority response from our control system experts.*

- Unplanned downtime reduced or eliminated
- Maintenance budget variability reduced
- Training time and expenses reduced

## Introduction

It's Friday evening and everyone has left for the weekend. Suddenly you receive an alarm on your control system and a call to Technical Support tells you that you will need a control system specialist on-site to resolve the issue. Who's going to respond to the call and drive to your site?

Emergency On-Site Service provides the immediate after-hours availability of a control system expert for fast, efficient on-site support.

## Benefits

**Unplanned downtime reduced or eliminated.** When telephone support and remote system diagnosis capabilities cannot solve an issue, on-site assistance may be necessary to return plant operations to normal.

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

**Maintenance budget variability reduced.** Unplanned maintenance costs can be expensive, particularly when they involve after-hours assistance. With Emergency On-Site 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.

**Training time and expenses reduced.** 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 On-Site Service, You Get:**

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

**Ordering Information**

Description	Model Number
Emergency On-Site Service	VE9007 (Please consult your local Emerson Process Management office for availability)

**Service Notes**

Emergency On-Site Service is a SureService offering for Emerson Process Management control systems. Spares or consumable material necessary to replace worn, unserviceable, or faulty items will be provided by the customer or by Emerson Process Management at additional cost. Fast, dependable access to spares for your system is available through our Component Coverage service.

To learn how comprehensive SureService™ solutions address your process management needs, contact your local Emerson sales office or representative today or visit our web page at <http://www.SureService.com/>.

**To locate a sales office near you, visit our website at:**  
[www.EmersonProcess.com/DeltaV](http://www.EmersonProcess.com/DeltaV)

**Or call us at:**

Asia Pacific: 65.777.8211  
 Europe, Middle East: 41.41.768.6111  
 North America, Latin America: +1 800.833.8314 or  
 +1 512.832.3774

**For large power, water, and wastewater applications contact Power and Water Solutions at:**

[www.EmersonProcess-powerwater.com](http://www.EmersonProcess-powerwater.com)

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Asia Pacific: 65.777.8211  
 Europe, Middle East, Africa: 48.22.630.2443  
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