

LISTEN.  
THINK.  
SOLVE.<sup>SM</sup>

# Service & Support

## E-SAFE SUPPORT

### FLEXIBLE MAINTENANCE PROGRAMS TO MEET YOUR UNIQUE NEEDS

Annual E-SAFE agreements protect the investment you have made in your condition monitoring software and hardware. E-SAFE support programs entitle you to the latest product, advice and support to keep your condition-based maintenance solutions running smoothly.

- Real-time technical phone support 8a-7p EST M-F (24x7x365 available).
- Software enhancement and maintenance updates as well as “Hot-fix” downloads
- Annual hardware calibration and extended warranty for any condition monitoring surveillance, portable, sensors and accessories (formerly Entek products)
- A four-level support program offering basic phone support services, priority response or custom support account management
- In-depth product knowledge to not only answer your question and/or solve your problem, but also to help optimize your use of your condition monitoring surveillance, portable,

### PRODUCT SUPPORT FOR YOUR CONDITION - BASED MAINTENANCE SOLUTIONS



#### *Your support for critical condition monitoring equipment.*

Your environment needs service that works for you. Take advantage of a world-class customer support team with product and application experience to help you install, configure, integrate and troubleshoot your software and hardware products in your condition monitoring solution.

With expertise in operating systems, PCs, database servers and your product applications, we will help you maintain the highest reliability of the equipment critical to your maintenance program and provide best practice advice for maximum utilization.

## E-SAFE BENEFITS SUMMARY

		Bronze	Silver	Gold	Platinum
SOFTWARE SUPPORT	Phone/Fax/Email Support (8am-7pm EST, Monday – Friday)	N/A	X	X	X
	Hotfix Download via the Web		X	X	X
	Product Updates and Maintenance		X	X	X
	Priority Support			X	X
	24x7x365 Phone Support				X
	Support Account Management & Activity Reports				X
HARDWARE SUPPORT	Phone/Fax/Email Support (8am-7pm EST, Monday – Friday)	X	X	X	X
	Firmware / Operating System Updates	X	X	X	X
	Annual Calibration & Battery Replacement		X	X	X
	Discount on instrument rental and non-warranty repairs		X	X	X
	Priority Support			X	X
	Extended Warranty (non-neglect repairs)			X	X
	24x7x365 Support				X
	Loaner Equipment (when repair or calibration takes longer than 3 business days in-house)				X
	Support Account Management & Activity Reports				X

## PRODUCTS COVERED

SOFTWARE	Emonitor (Factory, Workstation, Enterprise) and Odyssey (Basic, Classic, Deluxe)
HARDWARE	Enpac, Datapac, Dataline, Enwatch, Fast Track, IRD, C6000 series, 200/300/800/1200/5800 Model Series, 6600 Monitors, Smart Meter, PL302, Lasetach, VIMP, IMP, DCA, DVA, FCA,

### For More Information

To learn which Rockwell Automation® Services & Support will be most beneficial to your maintenance strategy, contact your local authorized Allen-Bradley distributor or Rockwell Automation sales office, or go to:  
[www.rockwellautomation.com/services](http://www.rockwellautomation.com/services).

[www.rockwellautomation.com](http://www.rockwellautomation.com)

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