

# ALLEN-BRADLEY®

## TECHNICAL SUPPORT FOR OBSOLETE STAND-ALONE AND CUSTOM DRIVES

Rockwell Automation® is committed to maintaining and supporting your stand-alone and custom drives. Included in this commitment is support for products that are no longer manufactured. Our Technical Support Center is staffed with knowledge-able and experienced specialists who have the expertise, equipment and documentation to answer your product questions accurately and efficiently. To help minimize the expense of production down time, our call system provides technical assistance weekdays from 7:00 a.m. to 7:00 p.m. CST.

### Support Options

All *Active* and *Inactive* products receive phone support at no charge. All *Obsolete* and some *Discontinued* products have phone support available in two packages: an annual site contract and a single incident charge. Refer to Drive Product Life Stages for product life descriptions.

An annual site contract entitles you to an unlimited number of calls over a twelve-month period for a single product line at one location. This is the best option for customers who have a large number of mature products or need to make changes to existing configurations.

Single incident support is available to assist in resolving a specific problem. At the time of the initial phone call to technical support, a case number is assigned. This case will remain open until the particular incident or problem is resolved even if multiple phone calls are involved.

Both options can be purchased with a credit card or a company Purchase Order.

### Drive Product Life Stages

#### ACTIVE

*In catalog and available for sale*

#### INACTIVE

*No orders for new drives accepted, parts and service available*

#### DISCONTINUED

*Sale of parts limited to available inventory, repair services available*

#### OBSOLETE

*Repair services available on a limited basis, contingent on component availability. Recommended to transition to replacement products*



All calls for part number cross-reference or for assistance in upgrading to a current product are at no charge.

### Obsolete and Discontinued Product Support

The following products require a annual contract or per incident charge:

1313	1318	1330	1333	161
1331	1332	1334	1615	161S
1335	1340	1350	1302	
1351	1352 (all series)	1361		
1362	1371	1372	1336T Series A	
1373	1374	1375	1370 AR/NR	
1376	1379	1381	1370B	
1396				

### For More Information

For additional information on Stand-alone and Custom Drives phone support, call 262-512-8176, contact your local Rockwell Automation sales office or authorized distributor, or visit [www.ab.com/support/abdrives/](http://www.ab.com/support/abdrives/)

## Obsolete Product Telephone Support Pricing Information



Description	Catalog Number	Price
Single Incident Support: Stand-alone Drive		
TS-SISAD	\$150	U.S. Funds
Single Incident Support: Custom Drive		
TS-SICD	\$300	U.S. Funds
Annual Site Contract: One Year on a Stand-alone Drive		
TS-OYSAD	\$2,500	U.S. Funds
Annual Site Contract: One Year on a Custom Drive		
TS-OYCD	\$4,500	U.S. Funds

**TS-SISAD & TS-OYSAD** are available for the following drive products:

1313	1332	1362	161S	1370B
1318	1334	1379	1333	
1330	1335	1381	1302	
1331	1351	1396	1361	

**TS-SICD & TS-OYCD** are available for the following drive products:

1340	1371	1374	1336T Series A
1350	1372	1375	1370 AR/NR
1352	1373	1376	

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

### Power, Control and Information Solutions

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 Europe/Middle East/Africa: Rockwell Automation SA/NV, Vorstlaan/Boulevard du Souverain 36, 1170 Brussels, Belgium, Tel: (32) 2 663 0600, Fax: (32) 2 663 0640  
 Asia Pacific: Rockwell Automation, Level 14, Core F, Cyberport 3, 100 Cyberport Road, Hong Kong, Tel: (852) 2887 4788, Fax: (852) 2508 1846