## Standard Products

Support is provided for all products listed within a product family. *(e.g., Automation Control)*

### Automation Control

**Programmable Controllers** — Compact GuardLogix®, CompactLogix™, ControlLogix® (1756 Family), FactoryTalk® View ME, GuardLogix®, MicroLogix™, PanelView™ Plus, SLC™ 500, SmartGuard™ 600, SoftLogix™ 5800, Pico™ Controller and PicoSoft (1760 Controllers)

**Operator Interface** — DTAM™ 2707, Industrial Computer, InView™, PanelView 800, PanelView 5500, PanelView Plus, MobileView™ (Only includes 2711T)

**Distributed I/O** — Block I/O™, Expansion I/O, Flex™ I/O, POINT I/O™ and Remote I/O

**Networks** — ControlNet, DeviceNet, DH+™, DH-485, EtherNet/IP, RSLogix® Lite, RSNetWorx™, 9300 (Cables and 9300-ENA), 1784 Cards (Excludes ISA or PCMCIA cards)

**Networks Security & Infrastructure** — Stratix® switches

**Sensors & Switches** — RFID

**Related Software** — RSEmulate™, RSLadder™, RSLogix™, Studio 5000®

**Condition Monitoring** — Integrated Machine Condition Monitoring (Including 1444)

**Power Monitors** — PowerMonitor™ 500, PowerMonitor 1000 and PowerMonitor 5000

**Power Energy** — RSPower™

### Drives and Starters

- 2362Q 700 Common Bus, 2362S 700S Common Bus, ArmorStart®, PowerFlex® Series, including PowerFlex 755T
- **Medium Voltage Drives** — 1500-1599

### Medium Voltage Drives

- 857, 865, 1500-1599, 1900-1999, 7000A-RPDTD, 7000L-RPDTD, 7000L-R18TX, 7000A-RPTX, 7000L-RPTX, 7000A-RPTXI, 7000-RPTX, 7000-R18TX, 7000-RPTXI, 7760, 7761, 7762, 7703

### Industrial Motion Control

**Rack-Based Motion Products** — ControlLogix Motion (1756-M02AE, M08SE, M16SE, M03SE, M02AE, M02AS, HYD02 and 1758M04SE)

**Servo Drives and Motors** — Integrated Drive Module (IDM), Kinetix® Drives (3, 300, 350, 2000, 5500, 5700, 6000, 6200, 6500 and 7000), Ultra™ 3000 (2098DSO) and Kinetix VP and MP-Series™ Motors (Rotary and linear motor families)

**Programming Software** — MotionView, RSLogix Motion Commands, UltraWARE

### Component Class

**Outside North America:**
- Complimentary call-back support available with one business day response time 24x7
- Telephone or chat support available 8:00am to 5:00pm or 24x7 with support agreement
Component Class, con’t

In North America:
· Complimentary support available 8:00am to 5:00pm
· Support agreement required for 24x7 support

Computer & Operator Interface — PanelView Component

Industrial Control Products
Motor Control Center — IntelliCENTER® (Low Voltage MCC)
Programmable Controllers — Micro800® Control Systems
Safety, Sensors, Connection System Business Products
Software — Connected Component Workbench Software

Process Safety
Requires a Process Safety Support contract. No toolkit support.

AADvance®, OptiSIS®, Standard 9000 (Euro9000 and Euro FP) and Trusted®

ESAFE
Condition Monitoring — Condition Monitoring Software, Portable Data Collectors, Protection Modules (XM modules included) and Condition Monitoring Sensors

RAPID
RAPID Line Integration™

Advanced Software
Support is provided for each software package you select within a family (e.g., FactoryTalk View)

HMI/Communication
FactoryTalk Gateway, FactoryTalk View SE, FactoryTalk ViewPoint, RSLinx Classic (Single Node, OEM, Gateway), RSView™ 32 Works and Runtimes and ThinManager®, a Rockwell Automation Technology

Information
FactoryTalk AssetCentre, FactoryTalk Historian, FactoryTalk PlantMetrics (formerly RSBizWare™ PlantMetrics™), FactoryTalk Transaction Manager (formerly RSSql™), FactoryTalk VantagePoint, FactoryTalk ViewPoint, RSMACC™ Server and FactoryTalk Analytics™

Application
RSJunctionBox™, RSLogix Frameworks and RSTrainer®

Process
eProcedure®, FactoryTalk Batch (formerly RSBizWare Batch), FOUNDATION Fieldbus®, MaterialTrack, PlantPAx® and Profibus PA Fieldbus (1788 Line)

Power Energy
FactoryTalk EnergyMetrix

Mobility
FactoryTalk TeamONE (Email support only)

Legacy Products
Support is provided for each software package you select within a family (e.g., FactoryTalk View). Legacy products will only be supported Monday through Friday 8:00am to 5:00pm.

Hardware
Programmable Controllers — FlexLogix™, GuardPLC™, PLC-5® and 1755
Operator Interface — PanelBuilder® 32, 2711 PanelView 1400, PanelView 1400E and 2711 PanelView Standard
Power Monitor — PowerMonitor 1400 Series (1400, 1403, 1405)
Motion Products — Ultra 5000 (2098PQ), Allen-Bradley® Servo Drives and Motors (1386, 1388, 1391, 1392, 1394, 1398, 1326, 1327, 8720MC, 8720SM)
Allen-Bradley Drives and Starters — 160, 1305 Configured Drive, 1305 Standard Drive, 1336 Classic AC Drive and Accessories, 1336 Dynamic Braking Units and Chopper Modules, 1336 FORCE™ (1336T), 1336 FORCE Series A, 1336 VT, 1336E, 1336F PLUS™ (A-C Frames), 1336F PLUS II Standard Drive, 1336 PLUS (D-G Frames), 1336R Regen, 1336S, 1336T, 1336Z Spider Drive, 1395 Digital DC and 1397 Digital DC, PowerFlex 700H, 2362F, 2362H, 2362L, 2362M, 2362N and FlexPak 3000
Reliance Electric Standard — DC (old line), FlexPak AC and GV3000/SE
Reliance Electric Standard Drives — SP600, DC1, DC2, DC3, FlexPak Plus — Single Phase, GV3000, GV6000, LiquiFlo 1.0, LiquiFlo 1.5, LiquiFlo 2.0, MG 60, MG 65, MiniPak Plus — Single Phase, SP300 and VTAC 7 & 9
Application — Automation Desktop®

Networks — 1785-KE, 1761-NET-DNI, ISA Cards (1784 KT/KTC/KTS/KTC5/ KTCX15KT2/KTXD) and PCMCIA Cards (1784 PCC, PCD, PCID, PCIDS, PCM4, PCMC, PCMC1, PCMK, PCMK5)
Process — FOUNDATION Fieldbus (1757 FFLD)
Rack-Based Motion Products — SLC™ Motion (1746-HSRV, 1746-HSTP)
Servo Drives and Motors — 1394, Ultra 100, Ultra 200 (1398DDM) and Ultra 1500

Software
Programming Software — GML™ Commander and Ultra Master
Related Software — Change Management & Network Health and RSGuardian™

Products Not Under Support
Support is not provided for each family below.

Automation Control
HMI/Communication — INTERCHANGE™
Programmable Controllers — RSCompanion, All DOS-Based Programming Software (AI Series, 6200, APS, MPS, PBase and PCD), Automate 15/30/40 and Pyramid Integrator™, Automax™ PLC, PLC (1774/1778, 2, 3, 4, 5/250), Programming Terminals (1770T1, T2, T3, T4, 1784, T45, T47 and T50), SLC 100/150, SLC 500 I/O (HSRV, BTM, QS, QV), DataSite™, 2760-RB, RSLinx FrameWorks, 1771-DA, 1771-DMC, 1785-KA, 1785-KA3, 1785-VME, ControlNet 1.25 (Including 1794-ACN and 1771-ACN), 1756HP (Not including 1756HP-TIME), VAX/VMS, Proset, and RSPocketLogix
Operator Interface — Dataliner™ 2706, DTAM (Excludes 2707), PanelBuilder® 1200, 2711 PanelView 1200, 1784-T30 and RediPANEL™ (2705, 2706, 2707)
Networks — 6001-NET, IOLinx, AdaptaScan, 2755, DeviceNetManager™ (1787-MGR) and 1770 Family (KF2, KFC15 and KFCD)
Application — RSWire

Drives & Starters
Allen-Bradley Drives — 1302, 1313, 1318, 1330, 1331, 1332, 1333, 1334, 1335, 133T Series A, 1340, 1350, 1351, 1352 (Series A, B, C), 1352C, 1361, 1362, 1365, 1370AR/ NR, 1370B, 1371, 1372, 1373, 1374, 1375, 1376, 1379, 1381, 1396, 161, 1615, 161S and 3400, 2364E NRU¹ and 2364E RRU¹
Reliance Electric Standard — GP1000, GP1200, GP1500, GP2000, GV3000 (1-60 HP, 75-150HP and 200-400HP), LiquiFlo, SP100, SP120, SP200, VVI, VSM500, VTAC 3 & 5 and Webpack 3000
Reliance System Drives — AutoMate¹, AutoMax®¹ 4 Card Set, AutoMax Field Regulator¹, AutoMax Generic¹, AutoMax RRC Support¹, DC5000², S3C², SA3000², SA3100², SA500², SB3000², SF300²

Industrial Motion Control
Motion Products — 1771-QA/QB/QC, Electro-Craft Brand Products (IQ 2000, IQ 5000, IQMaster Software, Bru 200, Bru 500, BSA, Pro, Max430, Max 100) and PLC (IMC 120, 121, 123) and SLC (IMC 110) & S3C Software
CNC Products and Programming Software — Fast Track, 7100, 7300, 8200, 8400, 8600, All 9 Series Controllers (including 8500, 8520, 92XX and 9400), Bandit and Machine Pro

Advanced Software
ControlView™ Builder, AdvisorPC™, ControlView, RSVIEW for Windows, RSTools, ControlView for Windows, DH+™ Driver, DH485 and WINtelligent™ Series (WINtelligent View, WINtelligent Linx)

Process
ProcessLogix™ and ProcessPak5™

Application
RSData™ and RSLinx C SDK

HMI/Communication
RSTrend

Information
FactoryTalk Integrator, FactoryTalk Portal and FactoryTalk Scheduler (formerly RSScheduler)

₁ Includes all Industrial Control Products as well as network class overloads and SMC Flex. Including E300, E3, etc.
₂ Support for this product beings in late 2017.
₃ Supported by the Rockwell Automation Global Solutions unit - See http://ab.rockwellautomation.com/
₄ 1788 Lines are included with the exception of 1788-CN2FF. RSFieldBus™ Software is also under support.
### TechConnect Support Options

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<th><strong>Self-Assist Support</strong></th>
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<td><strong>WELCOME KIT</strong></td>
<td>Essential support agreement information / Support authorization number / Local support telephone number / User guide</td>
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<tr>
<td><strong>SOFTWARE MAINTENANCE I</strong></td>
<td>Software update downloads</td>
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<tr>
<td><strong>ONLINE SUPPORT CENTER ACCESS</strong></td>
<td>Knowledgebase tech notes / Interactive forums / Product notifications / Manage service tickets / Submit questions via email</td>
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<th><strong>Product Support</strong></th>
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<td><strong>REAL-TIME, PRODUCT-LEVEL PHONE SUPPORT</strong></td>
<td>Standard product and programming software / Telephone and live chat support available in 20+ languages / Remote desktop troubleshooting</td>
</tr>
<tr>
<td><strong>TRAINING ADVISOR</strong></td>
<td>An online assessment tool to help you determine the knowledge of your workforce and to build a tailored training plan</td>
</tr>
<tr>
<td><strong>SOFTWARE MAINTENANCE II</strong></td>
<td>Software update media / Emergency software replacement</td>
</tr>
<tr>
<td><strong>GENIUS WEBINARS</strong></td>
<td>Extend and apply knowledge gained via access to on-demand library of online technical seminars</td>
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<th><strong>System Support</strong></th>
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<tbody>
<tr>
<td><strong>REAL-TIME, SYSTEM-LEVEL SUPPORT</strong></td>
<td>Standard product and programming software / Advanced software / Proactive follow up / Single-point resolution</td>
</tr>
<tr>
<td><strong>ADVANCED ENGINEERING EXPERTISE</strong></td>
<td>Get support from our system-level support engineers that have on average 11 years of experience in the industrial automation industry</td>
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<th><strong>Application Support</strong></th>
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<td><strong>REAL-TIME APPLICATION-LEVEL SUPPORT</strong></td>
<td>Designated support team / Dedicated telephone and email / Documentation and code familiarization / Application knowledge management / Periodic performance reviews</td>
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<tr>
<td><strong>SURVEILLANCE AND ALARMING OPTIONS</strong></td>
<td>Device and / or process monitoring and alarming at Rockwell Automation facility or remotely / Access to historical data for troubleshooting</td>
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<tr>
<td><strong>APPLICATION-LEVEL ADMINISTRATION OPTION</strong></td>
<td>Emergency backup / Performance tuning / Guaranteed field service call-out</td>
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*Optional 24x7x365 upgrade

**NOTE:** You may select different TechConnect Support service levels for different areas of your plant or application. Please contact your local Rockwell Automation sales representative or distributor for details.

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Rockwell Automation, Inc. (NYSE:ROK), the world’s largest company dedicated to industrial automation, makes its customers more productive and the world more sustainable. Throughout the world, our flagship Allen-Bradley® and Rockwell Software® product brands are recognized for innovation and excellence.

www.rockwellautomation.com

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**Technical Support Options**

- **Self-Assist Support**
  - Welcome Kit
  - Software Maintenance I
  - Online Support Center Access

- **Product Support**
  - Real-time, Product-level Phone Support
  - Training Advisor
  - Software Maintenance II
  - Genius Webinars

- **System Support**
  - Real-time, System-level Support
  - Advanced Engineering Expertise

- **Application Support**
  - Real-time Application-level Support
  - Surveillance and Alarming Options
  - Application-level Administration Option

**Connect with us.**

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