Support Services
Product family coverage

Whatever your business goals, Rockwell Automation support services can help you unlock the potential of your operation. Using the valuable tools packaged with every support agreement and our team of trained experts, you have the ability to reduce maintenance time and costs, and improve your overall equipment effectiveness.

FOR MORE INFORMATION

**Lifecycle Services**

**Chat with our engineers**

Software purchased in the Rockwell Automation Software Portal includes an independent support contract which may be co-termed with your TechConnect anniversary date. Renewal of these purchases will occur in the Rockwell Automation commerce portal as a separate agreement.

### 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), GuardLogix®, SmartGuard™ 600, SoftLogix™ 5800

**Operator Interface** – DTAM™ 2707, Industrial Computer, InView™, 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, 9300 (Cables and 9300-ENA), 1784 Cards (Excludes ISA or PCMCIA cards)

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

**Sensors & Switches** – RFID

**Related Software** – FactoryTalk Echo, FactoryTalk® View ME, RSLogix® Lite, RSNetWorx™, RSLogix™ 5000, Studio 5000®

**Condition Monitoring** – Integrated Machine Condition Monitoring (Including 1444), ESAFE Condition Monitoring Software, Portable Data Collectors, Protection Modules (XM modules included) and Condition Monitoring Sensors

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

**Power Energy** – RSPower™

#### LOW VOLTAGE DRIVES AND STARTERS


#### MEDIUM VOLTAGE DRIVES AND STARTERS

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

#### MOTOR CONTROL CENTERS (MCCs)

IntelliCENTER®, CENTERLINE® 2100 and CENTERLINE® 2500

#### INDEPENDENT CART TECHNOLOGY (ICT)

MagneMotion® iTRAK® 5730/5750, MagneMover®, QuickStick®, 100, QuickStick® HT™

#### INDUSTRIAL MOTION CONTROL

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

**Servo Drives and Motors** – Kinetix® Drives (3, 300, 350, 2000, 5100, 5300, 5500, 5700, 5800, 6000, 6200, 6500 and 7000), Ultra™ 3000 (2098DSD) and Kinetix VP, TLP, 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 with the ability to upgrade to 24x7
In North America:

- Complimentary support available 8:00am to 5:00pm
- Support agreement required for 24x7 support

**Computer & Operator Interface** – PanelView Component and PanelView 800

**Industrial Control Products**

- 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®

**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, RSLogix Classic (Single Node, OEM, Gateway) and FactoryTalk ViewPoint

**INFORMATION**

FactoryTalk AssetCentre, FactoryTalk Historian Machine and Site Edition, FactoryTalk PlantMetrics (formerly RSBizWare™ PlantMetrics™), FactoryTalk Transaction Manager (formerly RSSql™), FactoryTalk VantagePoint, and FactoryTalk Analytics

**MANUFACTURING EXECUTION SYSTEMS (MES)**

AutoSuite, CPGLSuite, EIHub, FactoryTalk ProductionCentre, Modular Framework, PharmaSuite, Production Management, Quality Management, Serialization Suite, Warehouse Management

**APPLICATION**

RJunctionBox™ and RSLogix Frameworks

**PROCESS**

eProcedure®, FactoryTalk Batch (formerly RSBizWare Batch), MaterialTrack, 1788 Foundation Fieldbus and Profinet PA²

**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). With an Integrated Service Agreement, legacy products will be supported Monday through Friday, 24x5. With a TechConnect agreement, legacy products will be supported Monday through Friday, 8:00am to 5:00pm.

**HARDWARE**

- Programmable Controllers – FlexLogix™, PLC-5® and 1755, MicroLogix™, SLC 500™
- Operator Interface – PanelBuilder® 32, 2711 PanelView 1400, and 2711 PanelView Standard
- Power Monitor – PowerMonitor 1400 Series (1400 and 1403)
- Motion Products – Allen-Bradley® Servo Drives and Motors (1386, 1388, 1391, 1392, 1394, 1398DDM(excluding DeviceNet), 1326, 1327,) Kinetix 6000M Integrated DriveMotor, Ultra 5000 (2098IPD)
- Allen-Bradley Drives and Starters – 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, Digital DC and 1397 Digital DC, PowerFlex 700H, 700AFE, 70, 700, 700S, 700L
- Reliance Electric Standard – DC1, DC2, DC3, FlexPak Plus – Single Phase, GV3000/SE SP600, GV6000, LiquiFlo 1.0, LiquiFlo 1.5, LiquiFlo2.0, MD 60, MD 65, MiniPak Plus – Single Phase, SP500, SP600 and VTAC® 7 & 9
- Application – Automation Desktop®
- Process – FOUNDATION Fieldbus (1757 FF LD)
- Rack-Based Motion Products – SLC™ Motion (1746-HSRV, 1746-HSTP)
- Servo Drives and Motors – 1394, Ultra 100, Ultra 200 (1398DDM) and Ultra 1500
- HMI/Communications – RSVIEW® 32 Works and Runtimes

**SOFTWARE**

- Programming Software – GML™ Commander and Ultra Master, RSEmulate™, RSLadder™, RSLogix™ 5, 500
- 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 – 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), ControlNet 1.25 (Including 1794-ACN and 1771-ACN), DataSite™, GuardPLC™, Pico™ Controller and PicoSoft (1760 Controllers), Programming Terminals (1770T1, T2, T3, T4, 1784, T45, T47 and T50), Proset SLC 100/150, RScompanion, SLC 500 I/O (HSRV, BTM, OS, OV), 2780-RB, RSLogix FrameWorks, 1771-DA, 1771-DMC, 1785-KA, 1785-KA3, 1785-VME, 1756HP (Not including 1756HP-TIME), RSPocketLogix, VAX/VMS

Operator Interface – ArmorBlock® MaXum™ (1792), Dataliner™ 2706, DTAM™ (Excludes 2707), FlexArmor™ Product Family (1798), MobileView™ 2727, 1400E, 1784-T30 and RediPANEL™ (2705, 2706, 2707, PanelBuilder® 1200, 2711, PanelView™ 1200

Networks – AdaptaScan, DeviceNetManager™ (1787-MGR) and 1770 Family (KF2, KFC15 and KFCD), DeviceView™ Downloader, IOLinx, Stratix® 5100 Wireless Access Point/Workgroup Bridge (1783-WAP*), Stratix 5900 Service Router, DSA Control Modules (198), 1747-KE, 1747-KFC15, 1785-KE, 1785-KA5, 1785-NET-DNI, ISA Cards (1784 KT/KTX/KTC/KTS/KTCX15/KT2/KTDX) and PCMCIA Cards (1784 PCC, PCD, PCID, PCIDS, PM4, PCM, PCMC, PCMK, PCMKS), 2755, 6001-NET

Application – RSView

Power Monitor – PowerMonitor 1400 Series (1405 and 1407)

**DRIVES & STARTERS**


Reliance Electric Standard – GP1000, GP1200, GP1500, GP2000, SP100, SP120, SP200, VVI, VSM500, VTAC 3 & 5 and Webpack 3000, MD 60, MD 65, MiniPak Plus – Single Phase, SP500 and FlexPack AC

Reliance System Drives² – AutoMate, AutoMax® 4 Card Set, AutoMax Field Regulator, AutoMax Generic, AutoMax RRC Support, DCS5000, S3C, SA3000, SA3100, SA500, SB3000, SF3000

**INDUSTRIAL MOTION CONTROL**

Motion Products – 1771-OA/OB/OC, 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) & ODS™ Software, 1398PDM, 1398DDM (DeviceNet only), 8720MC, 8720SM

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™, RSLinx C SDK, and RSTrainer®

**HMI/COMMUNICATION**

RSTrend

**INFORMATION**

FactoryTalk Integrator, FactoryTalk Portal and FactoryTalk Scheduler (formerly RSScheduler), RSMACC™ Server

1 Includes all Industrial Control Products as well as network class overloads and SMC Flex. Including E300, E3, etc.
2 Supported by the Rockwell Automation Global Solutions unit - See rockwellautomation.com
3 1788 Lines are included with the exception of 1788-CN2FF.