

ROCKWELL AUTOMATION/ALLEN-BRADLEY IS YOUR **ONLY** AUTHORIZED SOURCE FOR GENUINE ROCKWELL AUTOMATION/ALLEN-BRADLEY QUALITY TECHNICAL TRAINING, FIELD ENGINEERING & SERVICE, REPAIR & EXCHANGE SERVICES, AND TECHNICAL SUPPORT.

When you buy any product, whether consumer or industrial, you expect that product to meet your needs. You also expect the manufacturer of that product to back it with the kind of customer service and product support that will prove you made a wise purchase and will continue to meet your future needs.

These same expectations are even more important in the industrial marketplace where productivity and corporate objectives, in large measure, are dependent not only upon the products you specify and use, but also upon the support you receive from your industrial equipment manufacturers.

Rockwell Automation/Allen-Bradley understands your need for quality products and support. As the people who design, engineer and manufacture your Industrial Automation Control equipment, we have a vested interest in your satisfaction with Rockwell Automation/Allen-Bradley products and services. We are proud of our industry-accepted product quality and reputation. Because of our pride in our reputation, maintaining a strong customer support commitment is part of our company's goals.

Providing customer support means we'll be there when you need us. We've made a commitment to provide support for you in the following areas:

- Technical Training
- Field Engineering and Service
- Repair and Exchange Services
- Technical Support

## Technical Training

Rockwell Automation/Allen-Bradley has made a significant commitment to provide you with state-of-the-art technical training facilities, factory trained professional instructors and a wide variety of Lecture/ Lab training courses, products and services.

When you specify Rockwell Automation/Allen-Bradley technical training, you get the quality you expect from Rockwell Automation/Allen-Bradley. For example, we offer in-depth, practical Lecture/Lab training courses on many of our products taught by qualified, experienced instructors. In addition, our ongoing courseware developmental activities are coordinated with our most recent product updates; thus assuring that Rockwell Automation/Allen-Bradley training courses are both technically correct and current.

When you specify Rockwell Automation/Allen-Bradley quality products, specify Rockwell Automation/Allen-Bradley quality training . . . you'll receive the benefits of a comprehensive package of technical training options and features.

- Training Needs Analysis—An assessment of your training needs.
- Tailored Training
- Comprehensive, Performance-Based Training
- Refresher and Troubleshooting Training such as PathFinder™ Software
- Full-Time Professional Instructors
- Standard or Customized Courses
- Hands-On Lab Experience
- Convenient Locations: Rockwell Automation/Allen-Bradley Training Centers, Authorized Distributor Sites or Customer's Locations

## Field Engineering and Service

Rockwell Automation/Allen-Bradley meets your needs for Field Engineering and Service through personal, caring support by quality people. Our Application Engineering and Field Service personnel have the experience to make your automation systems perform.

Rockwell Automation/Allen-Bradley Field Engineering and Service Specialists are highly educated in control systems theory and advanced technologies and thoroughly trained in Rockwell Automation/Allen-Bradley automation systems specifics. Intensive classroom instruction, combined with liberal amounts of hands-on training in Rockwell Automation/Allen-Bradley's factory and final test areas, produce well-rounded people ready to team with you and see your job through to a successful completion. Our Field Engineering and Service Specialists have acquired practical knowhow and shop-floor "street smarts," and, therefore, have the experience to help meet your particular needs in the areas of

Application Engineering assistance, Integration & Start-Up assistance, Maintenance Support and Conversion Services.

## Application Engineering Assistance

- Develop Control System Functional Specifications
- Develop Control System Technical Specifications
- Hardware and Software Application/Configuration
- System and Software Engineering Support
- Drive Systems Consultation
- Software Documentation Services

## Start-Up Assistance

- Project Planning
- Project Management
- On-Site Installation Support
- Start-Up Services
- Control System Tune-Up and Process Optimization

## Maintenance Support

- On-Call Emergency Service
- Scheduled Maintenance
- Preventive Maintenance Programs
- Maintenance Support Agreements (Tailored to Plant Needs)
- Control/System Upgrade, Modification or Replacement
- Software Maintenance (Correction/Adaptation/Enhancement)

## Conversion Services

- Conversion or Upgrading of PLC Systems

## Technical Support

Rockwell Automation/Allen-Bradley offers you qualified technical support for your Rockwell Automation/Allen-Bradley products and systems. By working closely with the people who design, manufacture and test our products and systems, our technical support staff is extremely knowledgeable about our products and system technical information and documentation. Access to this unique knowledge is not likely to be available elsewhere; thus, you get the latest information and suggestions on what you need to know about Rockwell Automation/Allen-Bradley products.

Call Rockwell Automation/Allen-Bradley Technical Support for:

- Technical Telephone Support
- Software Support and Updates
- Technical Consultation and Information

## Repair and Exchange Services



Maintaining your Rockwell Automation/Allen-Bradley equipment to today's industrial manufacturing standards is an essential part of our company's goals. We have the technology and resources to provide you with the repair and exchange services you require. Only Rockwell Automation/Allen-Bradley gives you . . .

- Statistical Quality Control
- Module Revisions and Enhancements
- Component Quality and Reliability
- Functional Compatibility and Integration

When you send your Rockwell Automation/Allen-Bradley module to us for repair, you can be confident you will receive a repaired module that has been returned to its original specifications and enhanced with the latest firmware and hardware revisions.

We rigidly maintain Rockwell Automation/Allen-Bradley quality-based engineering testing standards throughout our entire repair process. Over 90 years of experience in developing new product testing standards has carried over to our repair operations.

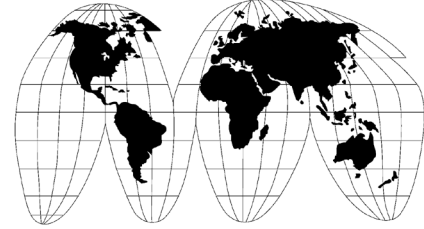
To assure quality, we purchase our components directly from the original component manufacturers. The same components that are used in our manufactured modules are used in our repair operations. Our component suppliers burn-in and verify the reliability of their components before we take delivery. Because we demand quality components from our suppliers, your modules are repaired correctly—the first time.

Rockwell Automation/Allen-Bradley gives your repaired module not only new life, but extended usefulness and compatibility as well.

Choose Rockwell Automation/Allen-Bradley Repair and Exchange Services and you receive the following:

- Immediate exchange for your repair module
- Advance shipment of an exchange module
- Customized repair services through an annual agreement
- Pick-up and delivery
- Toll-free number for emergency replacement modules
- Six-month warranty

## Global Rockwell Automation/Allen-Bradley Technical Support



Rockwell Automation/Allen-Bradley offers support services worldwide, with over 75 Sales/Support Offices and nearly 500 Authorized Distributor locations located throughout the United States alone, plus Rockwell Automation/Allen-Bradley Representatives in every major country in the world.

Rockwell Automation/Allen-Bradley. We are your only authorized source for genuine Rockwell Automation/Allen-Bradley quality Technical Training, Field Engineering and Service, Repair and Exchange Services, and Technical Support.

PathFinder is a trademark of Rockwell Automation/Allen-Bradley