



ProcessLogix Statement of Support

Understanding the Support You Receive With Your ProcessLogix System

Rockwell Automation offers support services to help you use your ProcessLogix System. The ProcessLogix System ships with an initial support term of 90 days. This initial support term is included as part of the initial purchase price. During the initial support term, you are entitled to the following services:

- technical support
- product updates
- media replacement
- access to web-based services
- *The Software Connection* magazine

Following your initial support term, you may choose to purchase a support extension for your ProcessLogix System. Annual renewals of support are typical, but support renewal terms of other durations will be considered. Contact Rockwell Automation Product Services and Support at (440) 646-7700 for more information on support extensions.

Accessing Technical Support

Technical support can be reached by phone at (440) 646-5800 or by fax at (440) 646-6890. Technical support is available on regular business days from 8:00 AM to 8:00 PM Eastern time.

Technical Support

The technical support you receive during your initial support term or any subsequent support term extensions includes:

- installation support and interpretation of Rockwell Automation supplied diagnostic programs
- installation and start-up of ProcessLogix Server and Application Development software on qualified NT PCs
- installation and start-up of ProcessLogix Station software on workstations
- interpretation of hardware diagnostic indicators
- support of ProcessLogix hardware, ControlNet, ControlLogix and I/O functionality tests
- evaluation of Rockwell Automation communication card diagnostic tests
- support of Firmware/Flashware/Software updates during the support term
- technical information updates via bulletin boards, AutoFax service and web sites
- replacement, modification or viable workaround to correct software that does not conform to the product data sheets

Optional Technical Support

Assistance beyond the standard technical support can be purchased separately. The optional support offerings are described below. Contact Rockwell Automation Product Services and Support at (440) 646-5800 for more information on these services.

Application Support

Technical support beyond that described above is available to provide you with more in-depth support with your application development. The purchase of Application Support entitles you to receive these types of services:

- application/programming consultation and tips
- function block application support
- code/program reviews
- product application guidance
- consultation to help identify and resolve application or system operation problems
- simulation and evaluation of product/system anomalies
- computer platform and operating system support

Program Development Services

Complete Program Development Services can be purchased from Rockwell Automation. These Program Development Services can be tailored to meet your specific needs. Contact your local Rockwell Automation sales office for more details.

Support Limitations

The initial 90 day technical support provided does not cover:

- software that has been installed by anyone other than a Rockwell Automation approved Application Solution Provider such as Global Technical Services (GTS), Information & Automation Systems (IAS), or Rockwell Automation approved systems integrators
- software that has been loaded on computer equipment other than those qualified and supported by Rockwell Automation. Qualified server information is available in the Software Change Note and/or a Release Note
- software that has been altered or changed in any way by you or any other party
- software that has failed due to improper installation, operation, alteration, modification, or misuse
- software that you may have failed to update with the most recent corrections, modifications or enhancements made available by Rockwell Automation
- other software products not covered by this support agreement
- software that in the judgement of Rockwell Automation is being used in violation of the license agreement
- reconstruction of lost or altered data (you are responsible for maintaining archival (tape, disk, etc...) media and procedures for reconstruction of lost or altered data or programs)
- incompatibility problems between ProcessLogix Software and any other software installed on the computer

Notes:

Reach us now at www.rockwellautomation.com

Wherever you need us, Rockwell Automation brings together leading brands in industrial automation including Allen-Bradley controls, Reliance Electric power transmission products, Dodge mechanical power transmission components, and Rockwell Software. Rockwell Automation's unique, flexible approach to helping customers achieve a competitive advantage is supported by thousands of authorized partners, distributors and system integrators around the world.

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