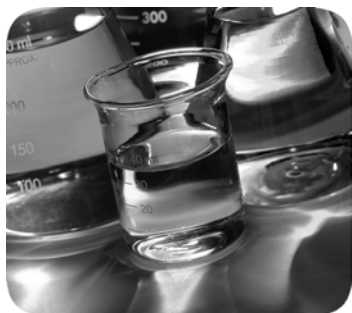


Manufacturing IT Support



Important User Information

Read this document and the documents listed in the additional resources section about installation, configuration, and operation of this equipment before you install, configure, operate, or maintain this product. Users are required to familiarize themselves with installation and wiring instructions in addition to requirements of all applicable codes, laws, and standards.

Activities including installation, adjustments, putting into service, use, assembly, disassembly, and maintenance are required to be carried out by suitably trained personnel in accordance with applicable code of practice.

If this equipment is used in a manner not specified by the manufacturer, the protection provided by the equipment may be impaired.

In no event will Rockwell Automation, Inc. be responsible or liable for indirect or consequential damages resulting from the use or application of this equipment.

The examples and diagrams in this manual are included solely for illustrative purposes. Because of the many variables and requirements associated with any particular installation, Rockwell Automation, Inc. cannot assume responsibility or liability for actual use based on the examples and diagrams.

No patent liability is assumed by Rockwell Automation, Inc. with respect to use of information, circuits, equipment, or software described in this manual.

Reproduction of the contents of this manual, in whole or in part, without written permission of Rockwell Automation, Inc., is prohibited.

Throughout this manual, when necessary, we use notes to make you aware of safety considerations.



WARNING: Identifies information about practices or circumstances that can cause an explosion in a hazardous environment, which may lead to personal injury or death, property damage, or economic loss.



ATTENTION: Identifies information about practices or circumstances that can lead to personal injury or death, property damage, or economic loss. Attentions help you identify a hazard, avoid a hazard, and recognize the consequence.

IMPORTANT Identifies information that is critical for successful application and understanding of the product.

Labels may also be on or inside the equipment to provide specific precautions.



SHOCK HAZARD: Labels may be on or inside the equipment, for example, a drive or motor, to alert people that dangerous voltage may be present.



BURN HAZARD: Labels may be on or inside the equipment, for example, a drive or motor, to alert people that surfaces may reach dangerous temperatures.



ARC FLASH HAZARD: Labels may be on or inside the equipment, for example, a motor control center, to alert people to potential Arc Flash. Arc Flash will cause severe injury or death. Wear proper Personal Protective Equipment (PPE). Follow ALL Regulatory requirements for safe work practices and for Personal Protective Equipment (PPE).

Preface	Additional Resources	5
	Chapter 1	
Service and Support Overview	Remote Technical Support Center.	7
	Advanced Parts Replacement.	7
	On-site Field Service Support	7
	Upgrade Option	8
	Chapter 2	
Manufacturing IT Support Deliverables	Key Deliverables	10
	Equipment Coverage	11
	Parts Replacement.	11
	Service Level Guarantee	11
	Discontinued Products.	11
	What to Expect When You Use Manufacturing IT Support	12
	Chapter 3	
Phone Support	13
	Chapter 4	
Contract Policies	Changes to the Contract Scope.	15
	Service Level Agreement Compliance	16
	Termination for Convenience.	16
	Reasonable Use	16
	Parts Replacement.	17
	Termination for Cause	17

Notes:

This document provides information on the Rockwell Automation® Service and Support Program. Read this document carefully and retain for future reference. For more information, contact your local Allen-Bradley distributor or Rockwell Automation sales representative.

Additional Resources

These documents contain additional information concerning related products from Rockwell Automation.

Resource	Description
TechConnect SM Support Brochure, publication GMSP-BR001	Technical support service levels and deliverables.
Industrial Automation Wiring and Grounding Guidelines, publication 1770-4.1	Provides general guidelines for installing a Rockwell Automation industrial system.
Product Certifications website, http://www.rockwellautomation.com/global/certification/overview.page	Provides declarations of conformity, certificates, and other certification details.

You can view or download publications at <http://www.rockwellautomation.com/global/literature-library/overview.page>. To order paper copies of technical documentation, contact your local Allen-Bradley distributor or Rockwell Automation sales representative.

Notes:

Service and Support Overview

This document provides information to maximize your investment in Rockwell Automation® products through the industry-leading service and support programs. Read the following information carefully and retain this copy for future reference. If you require additional information, contact your local Rockwell Automation sales representative or distributor.

Manufacturing IT Support entitles you to industry-leading Rockwell Automation technical support. ⁽¹⁾ The following provides an outline of the entitlements of this service agreement and instructions.

Remote Technical Support Center

The Remote Technical Support Center offers the following services:

- Available 24x7x365
- Direct phone access
- Highly skilled IT professionals

Advanced Parts Replacement

If Rockwell Automation determines that a replacement part is required to resolve your problem, an advanced replacement part is shipped to your location according to the delivery option you have selected.

On-site Field Service Support

If Rockwell Automation determines that a field service professional is required to resolve the issue with the products that are covered in this agreement, a field service professional is dispatched to the site at no additional fee. Should the actual issue be unrelated to the products covered in this agreement, an invoice is issued to cover the costs of the field service visit.

Labor that is provided outside the scope of this service agreement or on any covered equipment due to unforeseeable acts, foreign matter contamination, equipment misuse or abuse, power deviations/spikes, unauthorized servicing by any party other than Rockwell Automation or its authorized representatives, and/or any other issues not under the control or responsibility of Rockwell Automation is invoiced per the standard pricing in effect at the time of services rendered, except in cases of prior contractual agreement.

(1) See your service agreement for specific terms.

Upgrade Option

If your Manufacturing IT Support program excludes the 24x7x4 hours parts replacement support option, but you want to upgrade before your current agreement expires, contact your local Rockwell Automation sales representative.

Manufacturing IT Support Deliverables

A Manufacturing IT Support contract is designed to provide your maintenance and support teams with a simple and predictable method to obtain the help that is required in a fast-paced and time-critical production environment. By providing support for data center hardware, Manufacturing IT Support provides one of the most efficient and effective service mechanisms available by providing single-call access to remote support staff, parts dispatch, and/or field service dispatch.

As the production environment requires increased compute capabilities and expanded data storage for data-driven applications, it becomes increasingly important that this data center hardware is supported for maximum uptime and reliability. Providing technical support, on-site labor, and parts replacement with flexible service level agreements (SLAs), Manufacturing IT Support is crafted to simplify your maintenance, increase uptime, and provide assistance where you need it, when you need it most.

Manufacturing IT Support includes a number of service level options. Each service level provides a guaranteed response time for remote support, parts dispatch/arrival, and field service dispatch/arrival. These service levels let you choose the response speed that meets your needs.

Manufacturing IT Support aligns support strategy of Rockwell Automation® with the critical need to keep your systems running.

Key Deliverables

Your Manufacturing IT Support contract includes three key deliverables:

- Remote Telephone Technical Support
- Parts Replacement
- On-site Field Support Professionals

Each of the key deliverables has a service level as defined in the following table.

Table 1 - Service Level Descriptions

Service Descriptions	Service Level 1	Service Level 2	Service Level 3
24x7x365 Telephone Technical Support <ul style="list-style-type: none"> • Response from a qualified Rockwell Automation technical support professional within the service level defined time frame. • Real-time phone support coverage (English only) 	Included	Included	Included
Advanced Parts Replacement <ul style="list-style-type: none"> • If determined by Rockwell Automation that a replacement part is required to resolve the issue, parts are sent to the site within the defined service-level time frame at no additional fee. • Shipping hours are normal business hours, local hub time (excluding Rockwell Automation observed holidays.) 	Next day	Same day	Within 4 hours
On-site Field Service Support⁽¹⁾ <ul style="list-style-type: none"> • If determined by Rockwell Automation that a field service professional is required to resolve the issue with the products covered in this agreement, a field service professional is dispatched to the site at no additional fee. • The service professional arrives/is dispatched within the service level defined time frame. 	Next day	Same day	Within 4 hours

(1) Arrival OR Dispatch Service Level Guarantees are available based on the location of the supported customer site.

Equipment Coverage

Support for the Rockwell Automation installed-base is a key driver in improving a facility's productivity. Manufacturing IT Support is a significant step towards productivity; however, some equipment is not included as part of the contract coverage.

Specific OEMs Covered by Manufacturing IT Support	Specific Products NOT COVERED by Manufacturing IT Support
IT Equipment Manufacturers including, but not limited to: <ul style="list-style-type: none"> • Cisco Switches and Servers • EMC • HP • Juniper • NetApp • Hitachi • IBM • Brocade • Many Others 	Product Families including, but not limited to: <ul style="list-style-type: none"> • Stratix™ Industrial Network Switches • Hirschmann Industrial Network Switches • Security Appliances • Operating Systems

Parts Replacement

Service Level Guarantee

All equipment covered as a part of the contract is included in the Parts Service Level guarantee.

Manufacturing IT Support Parts Service Levels	On-site Delivery of Replacement Parts		
	Service Level 1	Service Level 2	Service Level 3
If determined by Rockwell Automation that a replacement part is required to resolve an issue, part(s) will be sent to site within the defined service level time frame at no additional fee. Shipping hours are normal business hours, local Hub time (excluding Rockwell Automation observed holidays.)	Next business day	Same business day	Within 4 hours

Discontinued Products

At some point in any product's lifespan, a product is no longer be repairable due to many factors outside the control of Rockwell Automation. In these cases, Rockwell Automation can not know is a product is not repairable until a repair is attempted. If this occurs, Rockwell Automation, at its sole discretion does one of the following:

- Replace the defective product with direct match from repaired inventory.
- Replace the defective product with the closest match (form, fit, function) from the defective product's family
- Replace the defective product with the nearest match (form, fit, function) available from the currently available and/or new product family.

If this situation presents itself, Rockwell Automation notifies the customer of the situation and of the action Rockwell Automation is taking.

What to Expect When You Use Manufacturing IT Support

Manufacturing IT Support is designed to make getting the help that you need simple and easy. To begin the process of getting help, contact the Rockwell Automation telephone support team via the phone number (and other contact details) provided in your welcome kit. This makes sure that you are connected to a support professional, who can help you in the fastest possible way. In addition to the on-site services included with the scope of the contract, Rockwell Automation offers our manufacturing IT customers access to the technical assistance for covered products 24 hours a day, 7 days a week, 365 days a year.

Once you are working with a technical support professional, he or she creates a service ticket and document all that you complete together to resolve your problem. This service ticket is automatically logged and maintained in our global business systems. Both you and Rockwell Automation have on-line access to this information as the case is being resolved and in the future.

If during the course of working with the technical support professional, he or she determines that a replacement part is required to resolve your issue, he or she initiates the parts dispatch process so that a replacement Rockwell Automation part arrives to your site within the time-frame that is specified by your service level.

There are some restrictions on just how fast and when we can get a part shipped, for example, most shipping companies do not pick up or deliver on Sundays or holidays. As such, our advanced replacement parts service levels are subject to the following rules:

If during the process of working with a Rockwell Automation technical support professional, he or she determines that a field service professional is required to resolve the issue with the products that are covered in this agreement, we dispatch a field service professional to the site and he/she arrives, at your site, within the service level that you have purchased.

In the case where Rockwell Automation determines you need a replacement part, you are not invoiced for these actions as they are covered by your Manufacturing IT Support agreement. Be sure to contact the Rockwell Automation Telephone Support team first, so you can get the help that you need, we can meet our service level commitments, and ultimately help you resolve your issue the fastest way possible.

Phone Support

When you call for support, maximize the value of your call by having your **Manufacturing IT Support Agreement authorization number**. You can find this number on your support agreement, equipment stickers, and wallet cards.

If you cannot locate this number, we ask you for your name and site location

- Product names, description and series/revision/version number
- System configuration and components, for example operating system
- Sequence of events prompting your call
- Complete error message if applicable

Use the designated telephone support number listed on your support agreement and wallet cards to call for technical support. You can use this number only to request support on products included in the Manufacturing IT program.

In addition to the on-site services included with the scope of contract, Rockwell Automation offers our Manufacturing IT Customers access to the Technical Assistance for covered products 24 hours a day, 7 days a week, 365 days a year for the purpose of:

- General phone support for the covered hardware
- General phone support for the covered operating system
- Opening of a support incident
- Call status reports

Notes:

Contract Policies

Manufacturing IT Support contracts are based on 12-month increments and are effective from the date Rockwell Automation® accepts the contract. The Manufacturing IT Support contract continues for the initial term proposed and accepted by the customer and Rockwell Automation. At the end of the initial term, the customer and Rockwell Automation can renew the Manufacturing IT Support contract for a second term or terminate the contract with no prejudice for either party. Upon the termination of this contract for any reason, subject as otherwise provided in this contract and subject to any rights or obligations which have accrued prior to termination, neither party shall have any further obligation to the other under this contract.

Changes to the Contract Scope

Any change to the Manufacturing IT Support contract scope of supply, resulting from any of the following circumstances, is subject to equitable adjustments to price, scheduling, and other affected terms and conditions:

- Customer requested changes, including those affecting the identity, installed base scope, and delivery of the Manufacturing IT Support contract scope of supply.
- All changes in Rockwell Automation product lifecycle status that move the contract covered product to an unavailable or discontinued status.
- An emergency endangering persons or property; in such emergency circumstances, the customer and Rockwell Automation can act at its discretion to prevent damage, injury, or loss.
- All changes, except actions necessitated by emergencies as provided above, must be executed by a written change order signed or otherwise definitively authorized by both parties, and Rockwell Automation will not begin work on a change until it is authorized. All claims must be made within a reasonable time after the occurrence giving rise to the claim.

Service Level Agreement Compliance

Rockwell Automation has the global infrastructure to verify compliance to your purchased service level agreement (SLA). In the unlikely event that Rockwell Automation does not meet our commitments, Rockwell Automation is charged with a penalty based on performance throughout the SLA year. The SLA performance will be calculated on a quarterly basis and any penalty credits will be issued on a quarterly basis. The list below gives an overview of the penalties and their conditions.

- No Penalty: more than 95% Service Level Agreement Compliance
- 5% Penalty: more than 90% Service Level Agreement Compliance, but less than 95% Service Level Agreement Compliance
- 10% Penalty: less than 90% Service Level Agreement Compliance

In the unlikely event that the parts shipping company cannot perform to the purchased SLA, Rockwell Automation will not include this non-compliance event in the overall SLA compliance calculations.

Termination for Convenience

The customer and Rockwell Automation may terminate this contract for convenience at any time by giving 60 days written notice. If terminated for convenience by the customer, payment of a cancellation fee of 50% of the remaining undelivered scope of the contract applies. The customer and Rockwell Automation acknowledge that the above fees are a genuine pre-estimate of the loss that Rockwell Automation will suffer in the event this contract is terminated before the end of the initial term.

Reasonable Use

It is agreed that if Rockwell Automation is required to make replacements or repairs necessitated by reason of the customer's negligence or misuse of parts, or by reason of any other cause beyond the control of Rockwell Automation, except ordinary wear and tear, Rockwell Automation reserves the right to invoice the customer for reasonable labor, travel and living expenses and material as required, in accordance with the current published prices in effect when the work is performed

Be aware that events due to acts of God, foreign matter contamination, equipment misuse or abuse, power deviations/spikes, and/or unauthorized servicing by any party other than Rockwell Automation or its authorized representatives are excluded from coverage.

Parts Replacement

The parts replacement program applies to parts listed under the terms of your contract with Rockwell Automation.

Rockwell Automation will replace defective parts by new, remanufactured or repaired parts that are equivalent to new in performance.

Where it is determined and agreed by both parties that replacements or revisions are made necessary because of misuse or negligence on the part of the customer, Rockwell Automation shall supply any replacements at the cost of such replacements as notified to the customer. Where the parties are unable to agree, such dispute shall be subject to the dispute resolution provisions in this agreement.

Termination for Cause

The customer and Rockwell Automation can terminate this contract for cause at any time by giving 30 days written notice, provided one of the following circumstances occur:

- The other party commits any continuing or material breach of any of the provisions of this agreement and, in the case of such a breach that is capable of remedy, fails to remedy the same within 14 after receipt of a written notice giving full particulars of the breach and requiring it to be remedied.
- An encumbrance takes possession or a receiver is appointed over any of the property or assets of that other party.
- The other party makes any voluntary arrangement with its creditors or becomes subject to an administration order.
- The other party goes into liquidation (except for the purposes of an amalgamation, reconstruction or other reorganization and in such manner that the company resulting from the reorganization effectively agrees to be bound by or to assume the obligations imposed on that other party under this agreement).
- The other party ceases, or threatens to cease, to carry on business.

Notes:

Rockwell Automation Support

Use the following resources to access support information.

Technical Support Center	Knowledgebase Articles, How-to Videos, FAQs, Chat, User Forums, and Product Notification Updates.	https://rockwellautomation.custhelp.com/
Local Technical Support Phone Numbers	Locate the phone number for your country.	http://www.rockwellautomation.com/global/support/get-support-now.page
Direct Dial Codes	Find the Direct Dial Code for your product. Use the code to route your call directly to a technical support engineer.	http://www.rockwellautomation.com/global/support/direct-dial.page
Literature Library	Installation Instructions, Manuals, Brochures, and Technical Data.	http://www.rockwellautomation.com/global/literature-library/overview.page
Product Compatibility and Download Center (PCDC)	Get help determining how products interact, check features and capabilities, and find associated firmware.	http://www.rockwellautomation.com/global/support/pcdc.page

Documentation Feedback

Your comments will help us serve your documentation needs better. If you have any suggestions on how to improve this document, complete the How Are We Doing? form at http://literature.rockwellautomation.com/idc/groups/literature/documents/du/ra-du002_-en-e.pdf.

Rockwell Automation maintains current product environmental information on its website at <http://www.rockwellautomation.com/rockwellautomation/about-us/sustainability-ethics/product-environmental-compliance.page>.

Allen-Bradley, Rockwell Software, Rockwell Automation, Stratix, and TechConnect are trademarks of Rockwell Automation, Inc.

Trademarks not belonging to Rockwell Automation are property of their respective companies.

www.rockwellautomation.com

Power, Control and Information Solutions Headquarters

Americas: Rockwell Automation, 1201 South Second Street, Milwaukee, WI 53204-2496 USA, Tel: (1) 414.382.2000, Fax: (1) 414.382.4444

Europe/Middle East/Africa: Rockwell Automation NV, Pegasus Park, De Kleetlaan 12a, 1831 Diegem, 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

Publication GSMP-UM002C-EN-P - August 2017

Supersedes Publication GSMP-UM002B-EN-P — October 2016

Copyright © 2017 Rockwell Automation, Inc. All rights reserved. Printed in the U.S.A.