

TechConnectSM Support

Real-time Phone and Electronic Support
for Your Automation Equipment and Systems

The TechConnect Advantage

FLEXIBILITY - Choose the Level of Support that Best Fits Your Needs

- Choose one of three service levels to best supplement your internal technical resources, and provide the support you need, when you need it

SIMPLICITY - Manage and Receive Support Under One Program

- Product coverage based on nine families
- Annual, site-based renewal process
- Easy to order—just call your Rockwell Automation sales office or authorized distributor

Efficiency - Meet Project, Production and Business Goals

- Reduce unplanned downtime through improved access to troubleshooting resources
- Improve productivity through better utilization of technical resources and operation of automation equipment
- Meet regulatory compliance through proper implementation of automation technologies according to industry guidelines and agency requirements
- Decrease time to market through faster integration of new equipment and systems
- Meet design, delivery, installation/startup, and other project requirements by leveraging Rockwell Automation technical resources throughout the project cycle

SECURITY - Obtain Peace of Mind

- Whether you are an end user, OEM, or systems integrator TechConnect can provide comprehensive technical resources to help you realize the maximum benefit from automation technologies



Think about how much your business depends on industrial automation equipment. It's your lifeline...the crucial link between people and machines ... between production schedules and profitability. Industrial automation equipment is vital to your company's operations and success.

With TechConnect Support, your site has unlimited access to the Rockwell Automation global network of award winning Customer Support Centers and technical resources. Whether you need help installing, configuring and maintaining equipment and software, obtaining software updates, diagnosing and fixing operating problems, or performing basic programming tasks, we deliver the tools and answers you need to get and keep your operation up and running.

Benefits

TechConnect provides many benefits including:

- Reduce administrative time managing support coverage
- Reduce downtime duration through improved availability of technical resources and troubleshooting specialists
- Improve productivity through better utilization of maintenance personnel and automation equipment
- Decrease time to market through faster integration of new equipment and systems

For more information about the advantages of TechConnect Support see sidebar.

LISTEN.
THINK.
SOLVE.™

Service Levels¹

Companies have different support needs depending on the number of shifts they run, the staffing on those shifts, and the type of manufacturing process. That's why TechConnect Support is scalable to meet your specific requirements. Simply choose the service level that's right for your company.

PriorityConnectSM Systems Support

PriorityConnect Systems Support provides an integrated group within our call center to provide support for your Rockwell Automation control systems. Your call will be routed to a select group of Senior Systems Engineers, experienced in supporting your Rockwell Automation systems. This group will own your case from the initial call to the final resolution of your issue.

Unlimited Priority-Access Phone Support
(8am–5pm in your time zone, M–F)

Support of your Rockwell Automation
Discrete or Process Systems

Screen-Sharing Capability to Troubleshoot, Diagnose
and Resolve Issues

Priority Case Handling by Senior Support Staff

Proactive Case Resolution Follow-up

Interactive Case Management Web Site

Access to Knowledgebase Documents and Features
Only Available With a TechConnect Contract²

Unlimited On-Line Support Requests via the
Knowledgebase²

Software and Logix Flash Firmware Updates
(web downloadable and on disc)

Technical Reference Library DVD³

24x7x365 Phone Support (optional upgrade)

DirectConnectSM

DirectConnect is the ideal solution for companies that need to supplement internal technical resources with real-time phone support (unlimited number of cases) from product specialists at Rockwell Automation.

Unlimited Direct-Access Phone Support
(8am – 5pm in your time zone, M–F)

Screen-Sharing Capability to Troubleshoot, Diagnose
and Resolve Issues

Access to Knowledgebase Documents and Features
Only Available With a TechConnect Contract²

Unlimited On-Line Support Requests via the
Knowledgebase²

Software and Logix Flash Firmware Updates
(web downloadable and on disc)

Technical Reference Library DVD³

24x7x365 Phone Support (optional upgrade)

eConnectSM

Our eConnect program provides on-line resources for companies that have non-critical support issues, few planned process improvements, or significant internal troubleshooting capabilities across all shifts. eConnect includes unlimited on-line access to Rockwell Automation support specialists and software updates downloadable via the web.

Access to Knowledgebase Documents and Features
Only Available With a TechConnect Contract²

Unlimited On-Line Support Requests via the
Knowledgebase²

Software and Logix Flash Firmware Updates
(web downloadable and on disc)

Technical Reference Library DVD³

Enterprise TechConnect Agreement

With Enterprise TechConnect, you can easily provide and manage technical support across multiple sites anywhere in the world.

¹ Service level features may vary by country

² Input your TechConnect Authorization Number into your Knowledgebase profile for access. Or search in the Knowledgebase for article “How Do I Associate My Knowledgebase Account with My TechConnect Contract?”

³ To receive the DVD, fax your Support Agreement page from your TechConnect Welcome Kit to the fax number provided.

How to Order

To order TechConnect Support for your sites, simply follow these steps. For additional ordering information and pricing, contact your local Rockwell Automation sales office or authorized Allen-Bradley distributor. Upon receipt of your order, you will be sent a welcome kit with complete details on your support coverage, information on accessing and using Rockwell Automation Customer Support, your authorization number and wallet cards to quickly locate important Customer Support phone numbers and Web sites.

ONE: Select Product Family Coverage

TechConnect Support Programs are available for the Rockwell Automation product families shown on the next page. Simply select the standard products, advanced software and specialty products you would like support. To simplify the management of your support agreements, all product families are bundled into one contract, per site or per enterprise (multiple sites).

TWO: Choose a Service Level:

- **PriorityConnect**
(8am–5pm or 24x7x365)
- **DirectConnect**
(8am–5pm or 24x7x365)
- **eConnect**

NOTE: You may choose different service levels for different product families.

THREE: Choose your duration of coverage (1 or 3 years).

FOUR: Contact your local Rockwell Automation sales office or authorized Allen-Bradley distributor.

Find your local Rockwell Automation distributor by visiting:
<http://www.rockwellautomation.com/distributor/>

TechConnect Supports the Following Product Families

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

AUTOMATION CONTROL

Programmable Controllers – ControlLogix, FlexLogix, CompactLogix, PLC-5, Automax PLC, SLC 500, MicroLogix, SoftLogix5800, SmartGuard 600, GuardPLC

Operator Interface – PanelView, PanelView Plus, PanelBuilder, FactoryTalk View ME (formerly RSView ME), Portable HMI, RediPanel, InView, Dataliner, DTAM, Industrial Computers

Distributed I/O – Flex I/O, POINT I/O, Block I/O, Expansion I/O, Remote I/O

Networks – DeviceNet, ControlNet, EtherNet/IP, DH+, DH-485, RSLinx Lite, RSNetworx

Related Software – RSLogix, RSGuardian, RSLadder, RSEmulate, RSMACC Server, Change Management & Network Health

Condition Monitoring – XM Modules, Auto Asset Management & Online Condition Monitoring

DRIVES

PowerFlex Series (excluding 7000), 1395, 1397, 1365, 1336E, 1336T, 1336R, 2364E NRU, 2364F RGU, 2362F, 2362H, 2362L, 2362M, 2362N, 2362Q 700 Common Bus, 2362S 700S Common Bus, 1336Plus, 1336PlusII, DC2, DC3, FlexPak 3000, FlexPak Plus, GV3000, GV3000/SE, GV6000, LiquiFlo, LiquiFlo 1.0, LiquiFlo 1.5, LiquiFlo 2.0, MD60, MD65, MinPak Plus, SP500, SP600

INDUSTRIAL MOTION CONTROL

Rack-based Motion Products – SLC (1746-HSRV, 1746-HSTP), ControlLogix (1756-M02AE, M08SE, M16SE, M03SE, M02AE, M02AS, HYD02, 1758M04SE)

Servo drives – Kinetix 2000, Kinetix 6000, Kinetix 7000, Ultra100, Ultra200, Ultra3000, Ultra5000, Ultra1500, 1394

Programming software – SoftLogix5800, GML Commander, UltraWARE, UltraMaster

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

HMI/Communication – RSView32 Works and Runtimes, FactoryTalk View (HMI / Communication Software), RSLinx (Professional, OEM, Gateway), RSTrend, FactoryTalk Gateway

Information – FactoryTalk Transaction Manager (formerly RSSql), FactoryTalk Historian (formerly RSBizWare Historian), FactoryTalk Scheduler (formerly RSScheduler), FactoryTalk PlantMetrics (formerly RSBizWare PlantMetrics), FactoryTalk AssetCentre, FactoryTalk Portal, FactoryTalk Integrator

Application – RSWire, RSDData, RSLogix Frameworks, Automation Desktop, RSJunction Box, RSTune, IntelliCenter, RSLinx C SDK, RSTrainer

Process – ProcessPak, FactoryTalk Batch (formerly RSBizWare Batch), eProcedure, MaterialTrack, FOUNDATION Fieldbus (1757, 1788)

LEGACY SUPPORT DirectConnect, 8 am – 5 pm only

SOFTWARE

DH+ Driver, DH485 Driver, Wintelligent Series, ProcessLogix, ControlView, Interchange, Proset, RSCompanion

HARDWARE

CNC products and programming software including – 7100, 7300, 8200, 8400, 8600, Bandit, and all 9 Series controllers, Machine Pro., Fast Track

Controllers – SLC 100/150, PLC (1774/1778, 2, 3, 4, 5/250), Automate 15/30/40 and Pyramid Integrator, all DOS-based programming software (such as AI Series, 6200, APS, MPS, PBase, PCD), Programming Terminals (1770T1, T2, T3, T4; 1784T45, T47, T50)

Motion Products – PLC (IMC 120, 121, 123), 1771QA, 1771QC, SLC (IMC 110), ODS software for Allen-Bradley Servo drives and motors (1386, 1388, 1391, 1392, 1327, 1326A, 1326AD, 1326DP, 1326DS, 8720), Electro-Craft brand products (IQ 2000, IQ 5000, IQMaster software, Bru 200, Bru 500, BSA, Pro, Max430, Max 100), Ultra Plus and GML Ultra software

Allen-Bradley Drives – 161, 1302, 1313, 1318, 1330, 1331, 1332, 1333, 1334, 1335, 1340, 1350, 1351, 1352, 1361, 1362, 1371, 1372, 1373, 1374, 1375, 1376, 1379, 1381, 1396, 1615, 133T Series A, 1370AR/NR 1370B, 161S, 3400

Reliance Electric™ Standard Drives – DC (old line), FlexPak AC, GP1000, GP1200, GP1500, GP2000, SP100, SP120, SP200, VSM500, VVI, VVI, Webpack 3000

Reliance System Drives – AutoMate, AutoMax Generic, AutoMax Field Regulator, AutoMax RRC Support, AutoMax 4 Card Set, DCS5000, SA500, SA3000, SA3100, SB3000, SD3000, SF3000, S3C

Note: If a Rockwell Automation product is not listed above, please contact your local Rockwell Automation distributor sales office for support options.

For More Information

For more information about Rockwell Automation TechConnect Support, contact your local Rockwell Automation sales office or authorized distributor, or go to: www.rockwellautomation.com/services/remote/

Knowledgebase

To access the Rockwell Automation Knowledgebase, go to: www.rockwellautomation.com/knowledgebase/

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www.rockwellautomation.com

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