

# Primary Support for PAC Software

- Latest software releases
- Access online resources 24/7
- Access to experts to troubleshoot issues
- Emergency after-hours support

## Introduction

Primary Support is a prognostic service designed to optimize the reliability and performance of your PACSystems controllers and PAC software. It is the core element for Emerson Lifecycle Services, designed to improve your productivity and reduce service costs.

## Benefits

Primary Support provides you access to the customer support center website which includes comprehensive online resources that are available 24/7. This is a self-service portal that allows you to manage technical support cases, access knowledge articles, and download product updates. The customer center web portal is available 24/7. Visit the portal to find the answers, solutions and resources you need in real time. Search technical articles, best practices, tips and tricks, product documentation, download service packs and software improvement modules (SIM), and have real-time access to product alerts and videos.

Primary support helps you stay ahead of the technology curve with the latest software releases, including service packs and major new releases.



*Subscribe to an innovative service for achieving peak reliability and performance of your Emerson PAC software and controllers*

Primary Support delivers access to experts to troubleshoot and address system failures. Slower repair times lead to longer production downtime. Troubleshooting a problem or fixing a system can cost significant time and money. Our experts are always available to help you solve your greatest challenges and most critical issues. Emerson's professionals work closely with the engineering and customer response teams, and have been equipped with the tools and information they need to support the customer and answer day-to-day questions.

## Deliverables

Web support is provided through the customer center portal to Primary Support Customers who have purchased Primary Support:

- Phone Support & Email Support
- Web Support; Customer Center (Web) Portal
- Emergency 24x7x365 After Hours Support
- 24x7x365 Customer Community/Online Portal
- Access to Extensive Knowledge Base
- Access to Maintenance and Latest Software Releases
- All Priority Levels Initial Response: One Business Day

## Hours of Operations:

When contacting Emerson customer support for technical assistance, please have your customer service number (CSN) and/or case number available to expedite call routing.

- Americas: Monday – Friday: 8:00 am – 6:00 pm Eastern Time
- Asia Pacific: Monday – Friday: 9:00 am – 5:30 pm Beijing Time
- Europe, Middle East and Africa: Monday – Friday: 8:00 am – 6:00 pm Central European Time

## Ordering Information

Description	Part Number
1-Year Primary Support - New License for PAC Software	PRIMARYSUPPORTNEW
1-Year Primary Support - Renewal for PAC Software	PRIMARYSUPPORTRENEWAL

[https://emerson-mas.force.com/communities/CC\\_Login](https://emerson-mas.force.com/communities/CC_Login)

### United States Support

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Intelligent Platforms, LLC  
2500 Austin Dr  
Charlottesville, VA  
T: 314 679 8984

### Germany Support

Emerson Automation Solutions  
ICC Intelligent Platforms  
GmbH  
Memminger Straße 14  
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T: +49 821 50340

### China Support

Emerson Automation Solutions Intelligent  
Platforms (Shanghai) Co., Ltd  
No.1277, Xin Jin Qiao Road, Pudong,  
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### Brazil Support

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São Paulo – SP, 04571-130  
T: +55 11 3797-6342  
E: mas.latam.customercare@emerson.com

### Singapore Support

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1 Pandan Crescent,  
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### India Support

Emerson Automation Solutions  
Intelligent Platforms Pvt. Ltd.,  
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