

TechConnect Support

PRODUCT FAMILY COVERAGE

Regardless of your business goals, TechConnectSM can help you unlock the potential of your operation. Using the valuable tools packaged with every TechConnect contract and our team of trained experts, you have ability to reduce maintenance time and costs, and improve your overall equipment effectiveness.

Standard Products

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

Automation Control

Programmable Controllers – ControlLogix[®], CompactLogix[™], SLC[™] 500, MicroLogix[™], SoftLogix[™] 5800, GuardLogix[®], Compact GuardLogix, SmartGuard[™] 600, GuardPLC[™] and related programming software and I/O

Operator Interface – PanelView[™] Plus, FactoryTalk[®] View ME (formerly RSView ME), InView[™], DTAM[™] 2707, 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[™]

Infrastructure – Stratix[®] products

Sensors & Switches – RFID

Related Software – RSLogix[™], RSGuardian[™], RSLadder[™], RSEmulate[™]

Condition Monitoring – XM[®] Modules, Auto Asset Management, Online Condition Monitoring, Portable Data Collectors

Power Monitors – PowerMonitor[™] 500, PowerMonitor 1000 and PowerMonitor 5000

Drives and Starters

PowerFlex[®] Series, 2364E NRU, 2364F RGU, 2362F, 2362H, 2362L, 2362M, 2362N, 2362Q 700 Common Bus, 2362S 700S Common Bus, SMC Flex, ArmorStarts, Network Class Overloads (E3, 801, 825)

Medium Voltage Drives

7000-PRDTD, 7000-RPTX, 7000-R18TX, 7000L-PRDTD, 7000L-RPTX, 7000L-R18TX, 1506, 1512A, 1512AP, 1512AS, 1512AT, 1512AU, 1512B, 1512BP, 1512BS, 1512BT, 1512BU, 1522E, 1522F/G, 1560E, 1562E, 1572E, 1582, 1591A, 1591B, 1912, 7760, 7761, 7762, 7763

Industrial Motion Control

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

Servo Drives and Motors – Kinetix Drives (3, 300, 350, 2000, 5500, 5700, 6000, 6200, 6500, 7000), Ultra3000, Integrated Drive Module (IDM), VP and MP series Motors (Rotary and Linear)

Programming Software – RSLogix Motion Commands, UltraWARE, MotionView

Component Class

Outside North America:

- Complimentary call-back support available with one business day response time 24x7
- Telephone or chat support available 8:00am to 5:00pm or 24x7 with support agreement

In North America:

- Complimentary support available 8:00am to 5:00pm
- Support agreement required for 24x7 support

Industrial Control Products

Safety, Sensors, Connection Systems Business Products

Motor Control Centers

Drives

- PowerFlex 4 and 40

Computers & Operator Interface

- PanelView Component Graphic Terminals

Programmable Controllers

- Micro800 Control Systems

Servo Drives

- Kinetix 3 Component Servo Drives

Software

- Connected Components WorkBench Software

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Process Safety (formally ICS Triplex):

Requires a System Support agreement

- AADvance®
- Standard 9000
 - Euro 9000
 - Euro FP
- Trusted®

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), FactoryTalk Gateway

Information

FactoryTalk Transaction Manager (formerly RSSql), FactoryTalk Historian (formerly RSBizWare Historian), FactoryTalk PlantMetrics (formerly RSBizWare PlantMetrics), FactoryTalk AssetCentre, FactoryTalk VantagePoint

Application

RSLogix Frameworks, RSTrainer

Process

FactoryTalk Batch (formerly RSBizWare Batch), eProcedure, MaterialTrack, PlantPax®

Power Energy

RSEnergyMetrix, RSPower

Legacy Products

Hardware

CNC products and programming software including – All 9 Series controllers (8500, 8520, 92xx, and 9440), Machine Pro., Fast Track

Controllers – FlexLogix™, PLC-5, PLC (1774/1778, 2, 3, 4, 5/250), Automax PLC

• **Operator Interface** – PanelView, PanelBuilder, Portable HMI, RediPANEL (2705, 2706, 2707), Dataliner 2706, DTAM

• **Power Monitor** – 1400, 1403, 1404 and 1405

Motion Products – PLC (IMC 120, 121, 123), 1771QA/QB/QC, SLC (IMC110, 1746-HSRV, 1746-HSTP) and ODS Software, ODS software for Allen-Bradley Servo drives and motors (1386, 1388, 1391, 1392, 1394, 1398, 1326, 1327, 8720MC, 8720SM), GML and UltraMaster software, 2098PD (Ultra5000), Ultra100, Ultra200, Ultra5000, Ultra1500, 1394

Allen-Bradley Drives – 160, 1305 Standard Drive, 1305 Configured Drive, 1336R Regen, 1336 FORCE Series A, 1336 FORCE, 1336E, 1336T, 1336R, 1336 Classic AC Drive and Accessories, 1336 VT, 1336 Dynamic Braking Units and Chopper Modules, 1336F PLUS II Standard Drive, 1336S, 1336PLUS (A-C Frames), 1336S, 1336PLUS (D-G Frames), 1336Z Spider Drive, 1395 Digital DC, 1397 Digital DC

Reliance Electric™ Standard Drives – DC1, DC2, DC3, FlexPak 3000, FlexPak AC, FlexPak Plus - Single Phase, LiquiFlo 1.0, LiquiFlo 1.5, LiquiFlo 2.0, MD 60, MD 65, MinPak Plus - Single Phase, GV3000 (1-60 HP And 200-400HP), GV6000, SP600, VTAC 7 & 9

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

Medium Voltage Drive Legacy Support – 1503E, 1562B, 1562C, 1562D, 1557, 1557L, 1557M, 1558

Software

RSMACC Server, Change Management & Network Health, RSTrend, Automation Desktop, IntelliCenter, FOUNDATION Fieldbus (1788), GML and UltraMaster software

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TechConnect Support Options

Self-Assist Support	WELCOME KIT Essential support agreement information / Support authorization number / Local support telephone number / User guide
	SOFTWARE MAINTENANCE I Software update downloads
	ONLINE SUPPORT CENTER ACCESS Knowledgebase tech notes / Interactive forums / Product notifications / Manage service tickets / Submit questions via email
Product Support*	REAL-TIME, PRODUCT-LEVEL PHONE SUPPORT Standard product and programming software / Telephone and live chat support available in 20+ languages/Remote desktop troubleshooting
	TRAINING ADVISOR An online assessment tool to help you determine the knowledge of your workforce and to build a tailored training plan
	SOFTWARE MAINTENANCE II Software update media / Emergency software replacement
	GENIUS WEBINARS Extend and apply knowledge gained via access to on-demand library of online technical seminars
System Support*	REAL-TIME, SYSTEM-LEVEL SUPPORT Standard product and programming software / Advanced software / Proactive follow up / Single-point resolution
	ADVANCED ENGINEERING EXPERTISE Get support from our system-level support engineers that have on average 20 years of experience in the industrial automation industry
Application Support*	REAL-TIME APPLICATION-LEVEL SUPPORT Designated support team / Dedicated telephone and email / Documentation and code familiarization / Application knowledge management / Periodic performance reviews
	SURVEILLANCE AND ALARMING OPTIONS Device and/or process monitoring and alarming at Rockwell Automation facility or remotely / Access to historical data for troubleshooting
	APPLICATION-LEVEL ADMINISTRATION OPTION Emergency backup / Performance tuning / Guaranteed field service call-out

* Optional 24x7x365 upgrade

NOTE: You may select different TechConnect Support service levels for different areas of your plant or application. Please consult your local Rockwell Automation sales representative or distributor for details.

Rockwell Automation, Inc. (NYSE:ROK), the world's largest company dedicated to industrial automation, makes its customers more productive and the world more sustainable. Throughout the world, our flagship Allen-Bradley® and Rockwell Software® product brands are recognized for innovation and excellence.



Allen-Bradley, FactoryTalk, Listen. Think. Solve., PanelView, PlantPAx, PowerFlex, RSLinx, RSLogix, RSView32 TechConnect, ControlLogix, CompactLogix, SLC, MicroLogix, SoftLogix, GuardLogix, Compact GuardLogix, SmartGuard, GuardPLC, InView, DTAM, FLEX I/O, POINT I/O, Block I/O, DH+, DH, RSNetWorx, Stratix, RSGuardian, RSLadder, RSEmulate, XM, PowerMonitor, AADvance, Trusted, RSTrainer, RSEnergyMetrix, RSPower, FlexLogix, PanelBuilder, RediPANEL, Dataliner, and DTAM are trademarks or registered trademarks of Rockwell Automation, Inc. All other trademarks and registered trademarks are property of their respective companies.

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