Protect Your Investment in the AMS Trex™ Device Communicator with Premium Support

Go Everywhere. Power Devices. Great Apps.
Auto Sync with AMS Device Manager.

AMS

EMERSON™

PREMIUM SUPPORT ADVANTAGE

Work confidently knowing that your
AMS Trex Field Communicator is fully protected with
Premium Support

Expert Technical Support

Accidental Damage Protection

Broken, Cracked Screen

Damage from Electrical Surge Blown Fuse

Drops, Falls or Collisions

Support Coverage:

	New or Renewed Standard Support	New or Renewed Premium Support	Expired Support
Technical Support	X	X	Rate Card
Major Software Update	X	X	
Minor Software Update	X	X	X
Automated DD Updates	X	X	
Manual DD Updates	X	X	X
Extended Repair Coverage		X	

Premium Support Extended Repair Coverage includes:

Internal component repairs

Accidental Damage Coverage which covers:

- Only one incident in a given 12-month period is allowed per unit under Premium Support.
- Liquid spilled on or in unit
- Drops, falls, and other collisions
- Damage caused by electrical surge
- Damaged or broken LCD due to a drop or fall
- Blown fuse in ammeter

The following items are NOT covered:

- Intentional damage (such as hammer marks)
- Normal wear
- Cosmetic damage
- Theft

AMS Trex Support renewal purchases do not have any physical deliveries. Support details will be available through the AMS Trex Online Portal (**https://ecs.emersonprocess.com/ECSPortal/**) and on your AMS Trex unit after updating your unit with the AMS Trex Upgrade Studio PC application.

All new AMS Trex units are covered under the manufacturer's warranty valid 18 months from purchase date.

Support for AMS Trex Device Communicator

Trex Field Communication Support Options for new unit purchases.

Trex Device Communicator	
Model	**Product Description**
TREX	Base Trex Platform
Code	**Communication Module**
C	Device Communicator
L	Device Communicator Plus
	Applications
H	HART Application
F	HART + FOUNDATION Fieldbus Applications
	Power Module Type
P	Rechargeable Li-Ion Power Module
	Prodcuct Certifications
KL	ATEX, CSA (US/Canada) and IECEx Intrinsically Safe (includes FISCO as applicable)
NA	No Approval
	Radio Options
W	Wireless
9	None
	Support
S1	Standard Support (1 Year)
S3	Standard Support (3 Years)
P1	Premium Support (1 Year)
P3	Premium Support (3 Years)
Options	
Typical HART Model Number: TREX-LHPKLWS3	
Typical HART + FF Model Number: TREX-LFPKLWP3	

Support renewal options for existing Trex units*
Premium Support: TREX-SUPR-1201
Standard Support: TREX-SUST-1201

(*) Support Renewals may be purchased in 1 to 5 year durations.

Contact Us
🌐 **www.emerson.com/contactus**

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