

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



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
Wear & Tear Repair Coverage		X	
Annual Battery Evaluation		X	
72 Hours Turnaround Repair		Add-on Fee	

72 Hours Turnaround Repair: As an add-on option to the Product Support-Premium for AMS Trex Device communicator, Emerson will guarantee 72-hours turnaround once the unit is received.

Premium Support Extended Repair Coverage includes

Internal component repairs

Wear & Tear Repair Coverage:

- 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)
- 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.emerson.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
	Product 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
Premium Support: TREX-SUPR-1201

(*) Support Renewals may be purchased for 1 or 3-year duration.

Contact Us

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