



Maximize Performance
and Reliability

Branson™ Aftermarket Services
Ensure maximum operating reliability of your equipment
with Branson expert maintenance services





Reduce risk, increase reliability, and improve operational performance

Unexpected production interruptions and shutdowns of your equipment are expensive and impact your profitability. That's why Emerson constantly strives to deliver best-in-class maintenance support services. Our Branson Aftermarket Services programs give you access to high-quality maintenance, reliability, and performance services for your plastics joining, metal welding, and precision cleaning equipment.

Branson Aftermarket Services include a complete range of maintenance services, ensuring continued support throughout the life of your Branson equipment. Our customer-first approach allows us to work closely with you to solve any equipment issues you might encounter. Service Specialists are available around the globe to support you with high-quality professional services.

Emerson is your trusted advisor to meet your equipment maintenance, reliability, and performance needs.

Branson Aftermarket Services

Employing a comprehensive equipment maintenance strategy allows you to work safely, consistently, and economically. That's why Branson Aftermarket Services are an ideal choice. Our full portfolio of services will maximize equipment uptime while improving equipment integrity, and reducing your cost of ownership.

Services that Best Match Your Needs



Maintenance



Reliability



Performance

Selecting the right lifecycle strategy allows you to work safely, consistently, and economically.

You have the option of selecting from a menu of individual maintenance, reliability, and performance services. Or, you can choose one of our two SureService™

programs, ST100 and ST200, that offer prebundled support service.

In either case, you will have a maintenance program that suits your needs and ensures the best, most reliable operation possible of your Branson equipment.



A Comprehensive Array of Service Options



Maintenance Services

Maintenance

Technical Support

Product and Service Specialists are available during local business hours to support in:

- Product features
- Technical documents
- Advice on applications
- Troubleshooting

Emergency Support

Service Specialists respond to equipment malfunctions through:

- Telephone support
- Remote login support*
- Priority onsite support

*For products that support this feature

Scheduled Onsite Support

Scheduled onsite service is provided for:

- Routine maintenance of equipment
- Repairs and troubleshooting



Spare Parts

Spare parts stocked in our factories and regional service centers ensure:

- Expedited delivery of parts
- Quick Ship of catalogued ultrasonic tooling**

**Only in select countries

Repairs

Repair options for customers are:

- Minor repairs and replacements at local service centers
- Major repairs and refurbishments at factories

Branson Aftermarket Services



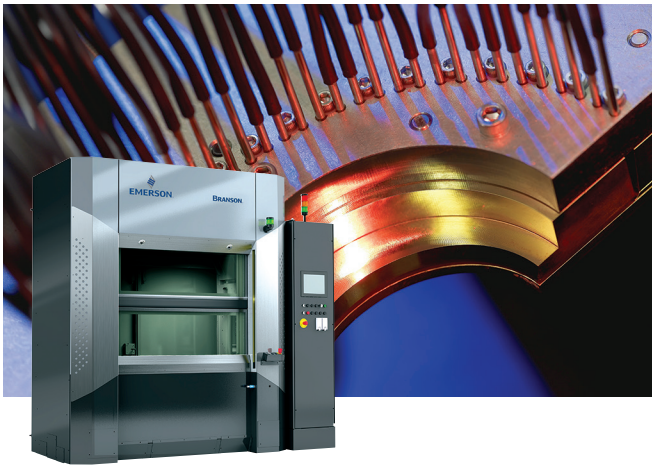
Reliability

Reliability Services

Preventive Maintenance

Protect your Branson products through our proactive maintenance plans, which include:

- Scheduled equipment inspection
- Safety functions verification
- Control system testing
- Consumables replacement



Upgrades and Refurbishments

Extend the life of your products through software and hardware upgrades and refurbishments of:

- Power supply and frequency inverter
- PLC control system
- IPC control system
- Vibration welder refurbishment



Calibration and Verification Services

Branson calibration services meet industry and quality regulatory standards through:

- NIST traceable calibration of ultrasonic plastics joining products
- Onsite calibration for vibration and laser products
- Factory calibration of laser banks

Site Walkdown and Evaluation

We will conduct an annual site walkdown of your facilities with an analysis and report on the:

- Branson products at the facility
- Product lifecycle and continued serviceability status
- Recommended spare parts inventory based on installed equipment

Startup and Commissioning

To help ensure maximum product performance and reliability, we offer:

- Installation inspection
- Rental machines during initial part runs
- Commissioning services during production ramp-up



Performance

Performance Services

Consulting Services

We offer consulting and service support for:

- PLC programming
- IPC programming
- Integration of Branson products with OEM Automation systems

Training

We offer regular training and development programs at our factories and regional technology centers:

- Product operation courses
- Product maintenance courses

SureService™ Maintenance Program

Choosing the right maintenance options for your Branson equipment does not have to be a challenge. Emerson SureService programs offer you two options of packaged lifecycle services.

An Aftermarket Service Specialist will help you select a package that's right for your operation, as well as help you further customize your package with other individual services if needed.

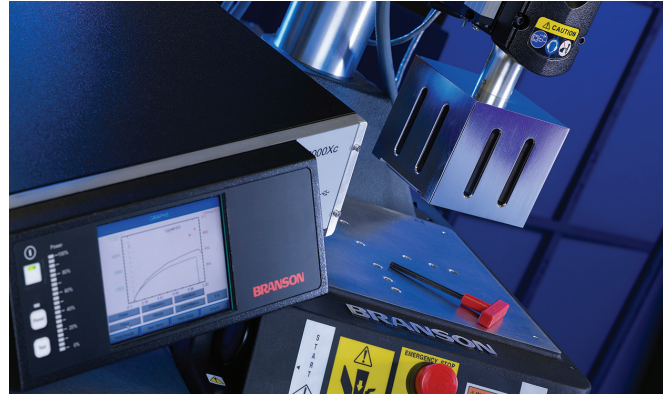
ST100 Core Support

Gives you the on-demand, industry-leading maintenance and support you need, when you need it most.

ST200 Advanced Support

Includes all of the ST100 support services, plus scheduled reliability services to keep your equipment functioning in peak condition at all times.

Each SureService package is designed to maximize your equipment's performance.



Support Services	Description	ST100	ST200
Technical Support	Product and Service Support During Local Business Hours	✓	✓
Emergency Support	Remote Login for Troubleshooting and Diagnostics*	✓	✓
	Priority Service Specialist Mobilization	✓	✓
Scheduled Onsite Support	Contracted Hourly Rates for Onsite Support	✓	✓
Spare Parts	Recommended Parts for Each Product	✓	✓
Preventive Maintenance	Number of Preventive Maintenance Visit(s)		(1)
Calibration and Verification	Annual Calibration of Equipment		(1)
	Laser Bank Calibration in Factory		Every (2) years**
Site Walkdown and Evaluation	Annual Site Walkdown and Evaluation		(1)

*For products that support this feature

**Frequency may vary depending on usage

Regional Service Centers

Service Centers Across the Globe

We partner with companies of every size and scope to help resolve critical issues. Our global resources and unrivaled technical expertise are available where you need them. Our professionally trained Service Specialists will help you address your needs to maximize productivity — while minimizing any chance of unwanted downtime.

Contact the Service Center nearest you.

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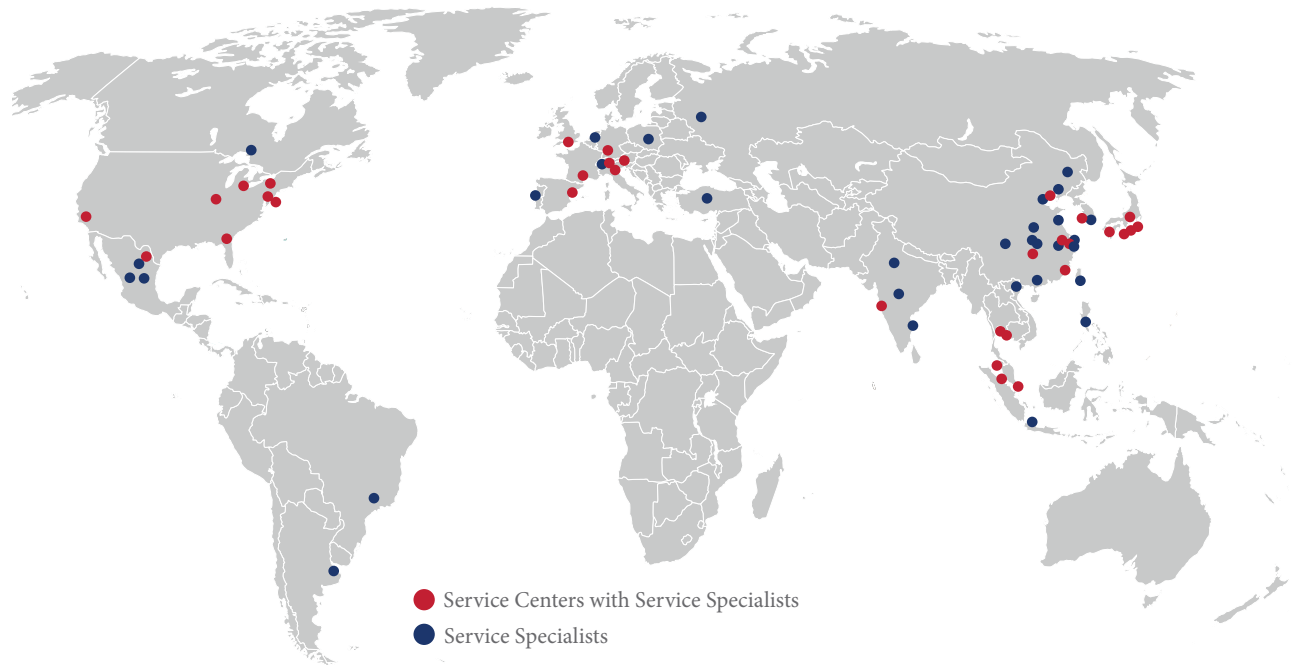
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Committed to Helping our Customers Achieve Top-Quartile Performance with Operational Certainty



BRANSON™

Branson Aftermarket Services

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