



Premium Support



The fastest way to turn your downtime into uptime >

In a perfect world, downtime would not exist.

We cannot prevent the unpreventable. However, our Premium Support program can rapidly transform unexpected downtime back into uptime and keep your production running smoothly.

In designing Premium Support, we've analyzed the most common causes of machine downtime and assembled an arsenal of tools and services to minimize outage duration — and maximize your profits.

We want your machine controls to perform at their highest capacity, so Premium Support extends the warranty of your registered AMS controller for the duration of your support agreement.

This program includes our AMSConnect remote connectivity service, which allows our technicians to view your machine controls to troubleshoot issues or provide training without additional travel costs. It also includes discounted spare parts and Eclipse maintenance renewal fees. You'll even benefit from an exclusive priority technician phone line with expanded support hours to ensure your machines are back in action as quickly as possible.

Premium Support:
the rapid pick-up when your machine is down

- ✓ Shorter downtime = greater profit
- ✓ On-time delivery keeps customers satisfied
- ✓ Extends the warranty of the registered AMS controller
- ✓ Includes AMSConnect
- ✓ One free, no-questions-asked SWAP Controller each year
- ✓ 10% spare parts discount
- ✓ Always up-to-date software for maximum productivity
- ✓ Free Eclipse Pro subscription



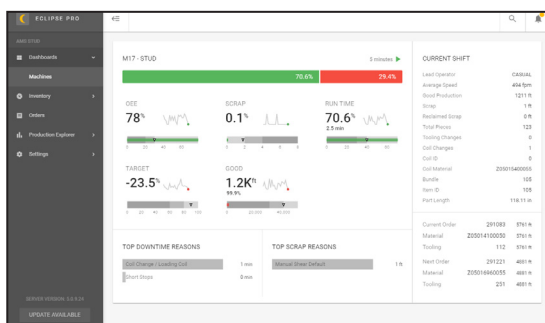
AMS Controls, Inc.
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Maryland Heights, MO 63043

P 314-344-3144
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Premium Support. Premium Value.

	Standard Support	AMSCoconnect	Premium Support
Phone and Email Support	✓	✓	✓
Regular Phone Hours 8:00 a.m. – 5:00 p.m. CST	✓	✓	✓
AMSCoconnect Remote Troubleshooting		✓	✓
Remote PLC Programming and Troubleshooting		✓	✓
Extended Phone Hours 6:00 a.m. – 7:00 p.m. CST			✓
Priority Access Phone Line			✓
Extended warranty on registered AMS controller			✓
Free no-questions-asked annual SWAP Controller with rush shipping (up to \$2,500/year value)			✓
Free Eclipse Annual Maintenance (up to \$1,375/year value)			✓
Free Eclipse Pro Subscription			✓
15% Field Service Hourly Rate Discount			✓
10% off AMS Spare Parts			✓
Machine Parameter Backup (for support calls and safety)			✓

* Discounted setup costs available for 2 year (or longer) prepaid subscriptions. Contact us for pricing. At this time, non-yearly subscriptions are paid quarterly.



Keep key information at your fingertips with our newest product, Eclipse Pro

Quick-glance dashboard reporting with clickable, drill-down details is now available *exclusively* to Premium Support customers.

Premium Support easily pays for itself! Benefits include:

- › One free, no-questions-asked SWAP controller per year.
- › Extended warranty on registered AMS Controls controllers for the duration of the Premium Support agreement.
- › Free Eclipse annual maintenance for machines with an active Premium Support agreement.
- › Discounts on AMS spare parts and field service.
- › Expedited troubleshooting using remote connectivity and expedited order processing.
- › Free previews of in-development products like Eclipse Pro and Pathfinder Edge.
- › Extended phone support hours and exclusive priority support line.



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