



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-fault Controller SWAP, subject to availability*
- ✓ 10% spare parts discount
- ✓ Free Eclipse Pro subscription

*We all make mistakes; a free no-fault SWAP covers repairs that would not normally be covered under the Premium Support extended warranty. Limited to one per year.

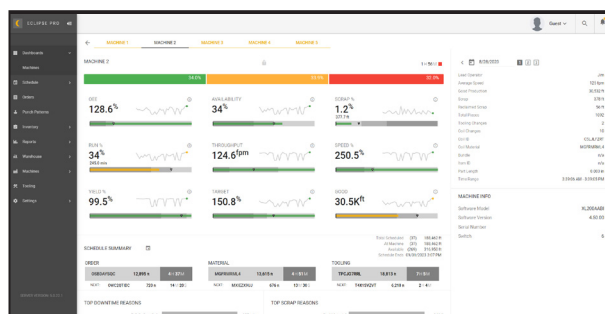


AMS Controls, Inc.
12180 Prichard Farm Rd.
Maryland Heights, MO 63043

P 314-344-3144
www.amscontrols.com

Premium Support. Premium Value.

	Standard Support	AMSCONnect	Premium Support
Phone and Email Support	✓	✓	✓
Regular Phone Hours 8:00 a.m. – 5:00 p.m. CST	✓	✓	✓
AMSCONnect 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			✓
One free no-fault controller SWAP with rush shipping, subject to availability* (up to \$3,000/year value)			✓
Free Eclipse Annual Maintenance (up to \$1,960/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)			✓



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

Quick-glance dashboard reporting with clickable, drill-down details is now available.

Premium Support easily pays for itself! Benefits include:

- › One no-fault controller SWAP, subject to availability.
- › 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.
- › Software subscriptions for Eclipse Pro and Pathfinder Edge.
- › Extended phone support hours and exclusive priority support line.

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