



# Experion<sup>®</sup> LX

Warranty and Support Services



# The Honeywell Experion LX

distributed control system provides manufacturing plants worldwide with the functionality and versatility required for continuous and batch process control applications at an affordable price. Based upon the award-winning Experion PKS system and C300 controller platform, Experion LX provides straightforward configuration and advanced engineering tools that enable fast project implementation and agile system modifications to meet changing business demands. Your ability to thrive in a highly competitive landscape demands quality products delivered on time, every time. Experion LX enables your plant to meet these challenges.

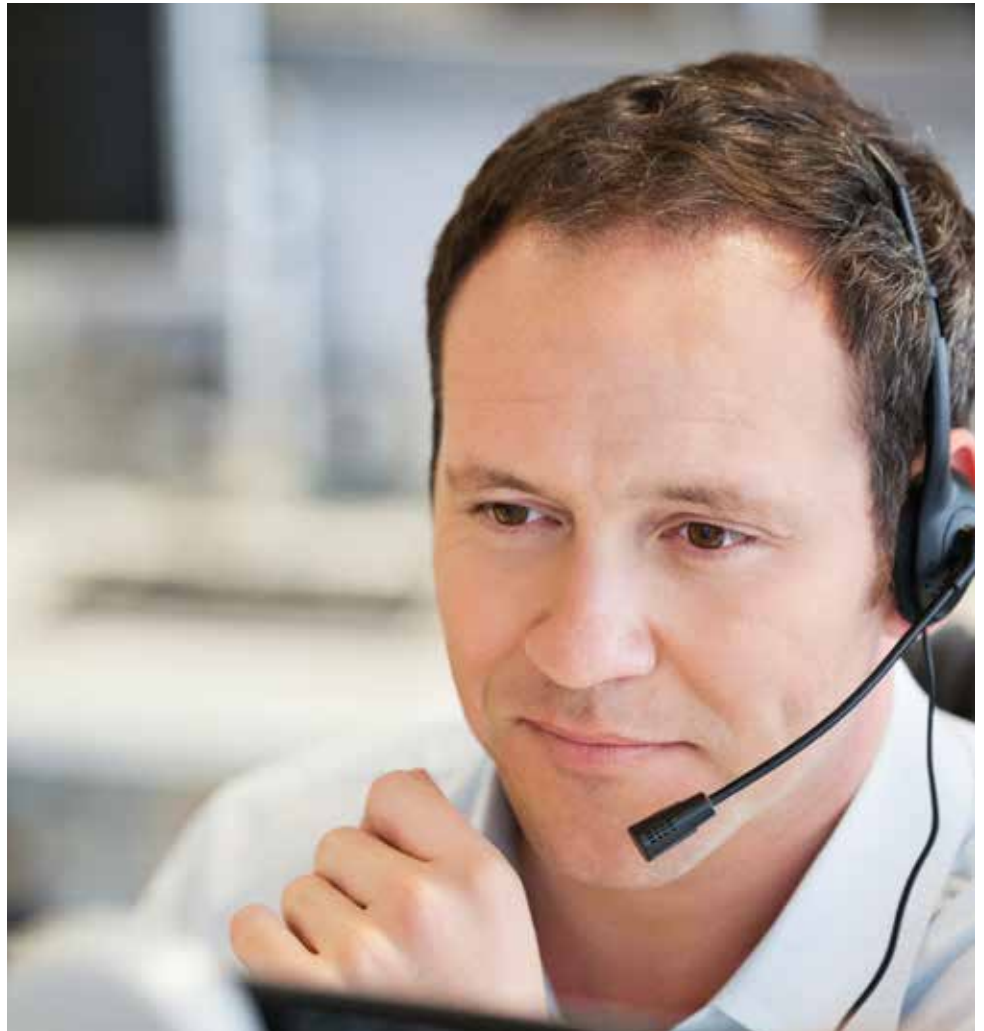
Every Experion LX installation is backed by Honeywell's comprehensive one year Warranty Support through our global Technical Assistance Centers (TAC). From installation and commissioning to start-up and ongoing operations, TAC has you covered with timely and expert local support. Factory trained and experienced TAC engineers provide telephone troubleshooting support, prompt answers to questions regarding procedures, documentation, operation, service, training and system enhancements. TAC support also includes a review of operational procedures, software analysis, and diagnostic evaluations when required.

### Standard Experion LX Warranty Support

- Hardware Replacement With Simple Returns Process – 1 Year
- Software Installation Support – 1 Year
- Configuration/Start-up Assistance and Troubleshooting for Hardware and Software – 1 Year

### Benefits of the Standard Experion LX Warranty

- Assures smooth, trouble-free start-up
- Provides optimum configuration of hardware and the system
- Minimizes troubleshooting delays during initial programming and implementation
- Covers 100% of covered parts





Honeywell's Extended Warranty and Enhanced TAC Support are available to help minimize risks.

### Extended Warranty and Support Services

No plant is immune from the risks of unplanned outages, missed production schedules, obsolescence, software upgrades, and possible hardware failures. When these occur they can result in financial loss, unrecoverable costs, missed opportunities and customer issues. Honeywell's Extended Warranty and Enhanced TAC Support are available to help minimize these risks.

### Extended Warranty and Enhanced TAC Support can include any or all of the following:

#### Hardware warranty extension for additional 1 or 2 years.

- Defective hardware will be replaced during the extended warranty period.

#### Software Patches for one additional year and renewable thereafter.

- Provides Microsoft Security and Honeywell software patches as applicable.

#### Enhanced TAC and Upgrade Support.

- Provides blocks of additional TAC time for product integration, troubleshooting and migration support for Experion LX.

### Benefits of Extended Warranty and Enhanced TAC Support

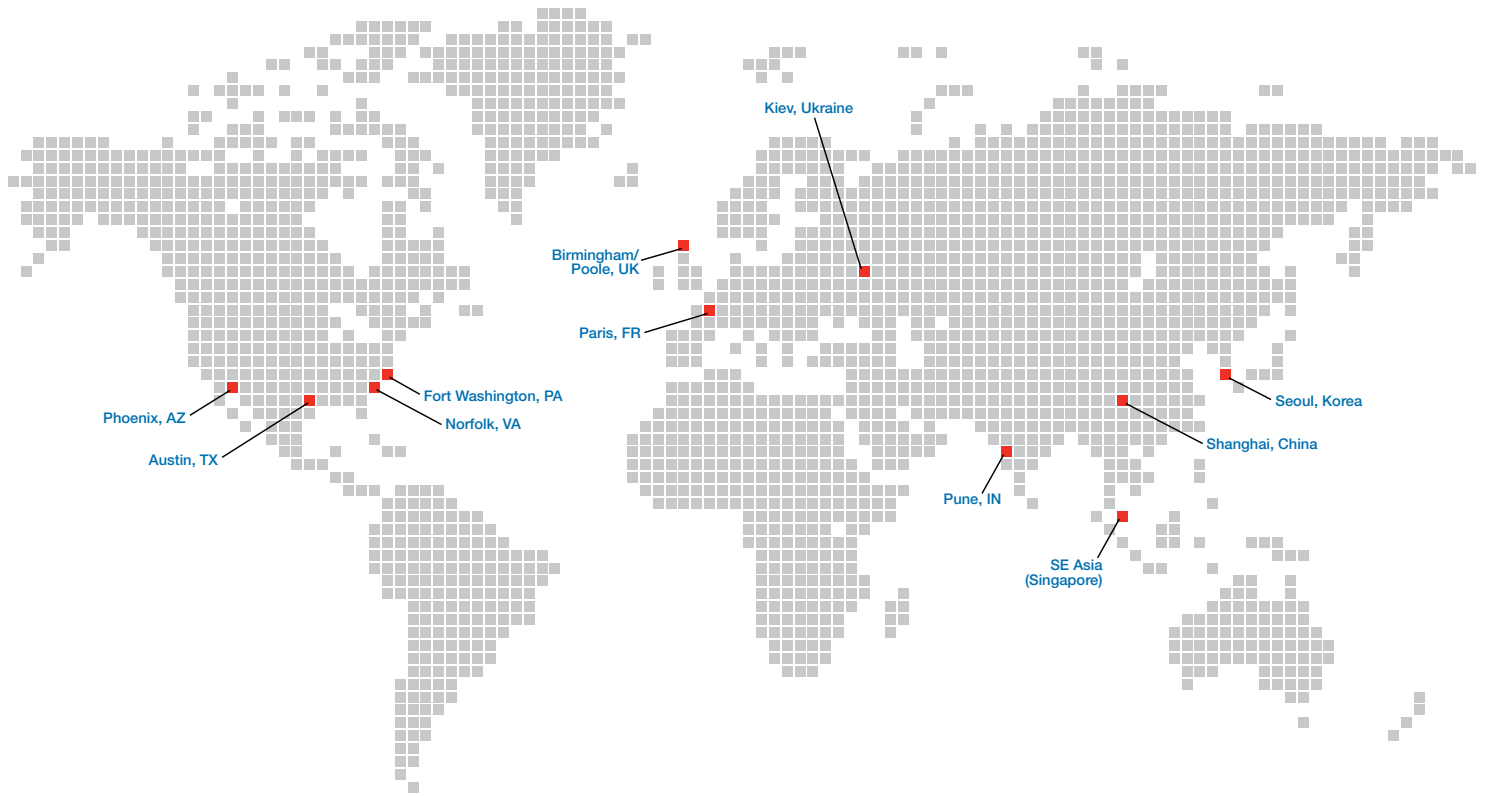
- Covers 100% of covered parts after expiration of basic warranty
- Protects your company from unplanned repair and replacement costs
- Minimizes troubleshooting delays through on-call expert Honeywell technicians
- Minimizes the risk of unplanned downtime
- Maintain operations despite any turnover in personnel at a predictable cost
- Optimize performance, capacity and availability
- Minimizes unplanned expenses resulting in reduced overall ownership cost
- Eliminates system obsolescence through Honeywell-managed system migrations
- Enables your operation to reap the benefits of the latest Honeywell and Microsoft software enhancements





Small project or large, new plant or expansion, Honeywell works together with our authorized channel partners to deliver local support when you need it. From installation and start-up through system maturity and future

expansion, authorized channel partners or systems integrators for Experion LX give you access to experts close by who know your operation and can work with you as your needs grow and change.



*Around the world, around the clock from installation and commissioning to start-up and ongoing operations Honeywell TAC has you covered.*

### **For More Information**

To learn more about Honeywell's Experion LX TAC Support, visit [www.honeywellprocess.com](http://www.honeywellprocess.com) or contact your Honeywell account manager.

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