

## Comprehensive Support Program

Our world-class support service minimizes downtime and maximizes the life and productivity of your control systems.

With over a decade of experience, AMS has established its GENESYS™ System as a leader in innovative, intelligent, and robust motion control integration for today's most demanding production environments.

Our Support Program ensures you get our technical expertise 24 hours a day from a variety of support channels including telephone, online troubleshooting, in person, e-mail, and an online knowledge base. With two levels of service to choose from, you can manage costs while getting the greatest value from your AMS systems.



### Support Program Benefits

The AMS Support Program provides your plant unequaled service and support with these features:

#### Priority Service

Emergency dispatch service starts immediately, without time lost waiting on a purchase order.

#### 24-7 Phone Support

Reliable, expert help you can count on 24 hours a day.

#### Annual Site Audit, Performance Evaluation, and Training

Tune-up your systems for optimal performance and less downtime with our annual scheduled site and system evaluations, including customizable training to ensure all levels of plant personnel achieve maximum productivity, gain troubleshooting expertise, and receive training on system upgrades.

#### Annual Spare Parts Planning and Inventory Review

Let AMS help you manage your critical spares inventory as well as evaluate your stock on an annual basis.

#### Discounted Spare Parts, Repairs, and Evaluations

Cost effectively leverage AMS' experience to diagnose problems so that true part failures are replaced and repaired parts can be used as spares.

#### Hardware and Software Upgrade Planning

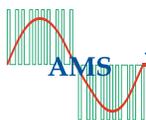
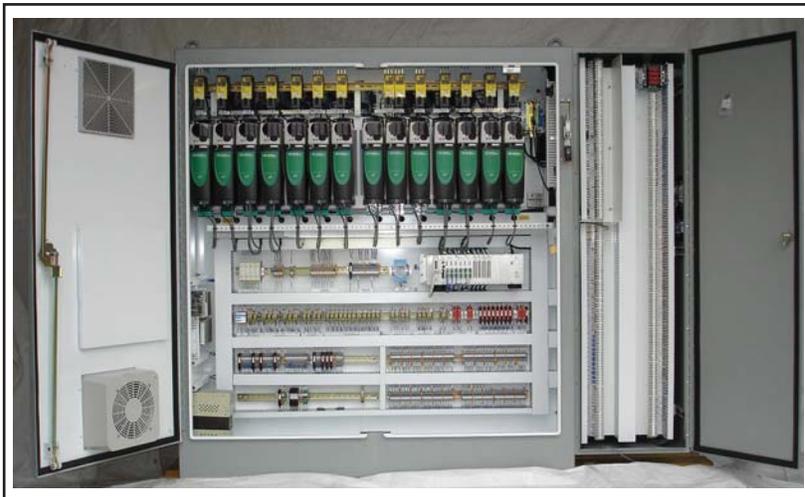
Receive priority notification about available software upgrades and hardware migration recommendations for your scheduled downtimes.

#### Discounted Field Service Rates

On-site field service from an AMS systems engineer for emergencies or scheduled upgrades.

#### Remote Online Troubleshooting Available

Our remote support option allows an AMS engineer to securely and remotely diagnose system problems.



**APPLIED MOTION SYSTEMS**

*Simplifying the Complexity of Motion*

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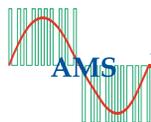
## Rely on Applied Motion Systems

Manage costs with a planned approach to improving system performance and upgrades. The AMS Support Program guarantees the best support of your control systems for the life of your machines, significantly reducing downtime and increasing production rates.

AMS offers two levels of support to best suit the needs of your plant.

For more information or a customized support quote, contact us today.

Support Program Features	One-Year Warranty	Silver	Gold
Priority service		•	•
24-7 phone support	•	•	•
Annual site audit, performance evaluation, and training			•
Annual spare parts planning and inventory review	•		•
Hardware and software upgrade planning		•	•
Remote online troubleshooting available	•	•	•
Discount on spare parts, and repair and evaluation service			5%
Discount on field service rates		5%	10%



## APPLIED MOTION SYSTEMS

*Simplifying the Complexity of Motion*

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