Protect Your Investment in the AMS™ Trex Device Communicator with Product Support + Repair



SPARTAN CONTROLS
Emerson Impact Partner

EMERSON

Product Support + Repair Advantage

Work confidently knowing that your AMS Trex 2 Device Communicator is fully protected with Product Support + Repair



Expert Technical Support



Accidental Damage Protection



Calibration, NIST Option



Broken, Cracked Screen



Damage from Electrical Surge Blown Fuse



Drops, Falls, or Collisions

AMS Trex 2 Product Support Coverage & Deliverables

Feature / Capability	Product Support	Product Support + Repair	Expired Support
24/7 Expert Product Support	✓	✓	
Major software updates	✓	✓	
Minor software updates	✓	✓	✓
Automated device description (DD) updates	✓	✓	
Manual device description (DD) updates	✓	✓	✓
Wear-and-tear repair coverage		✓	
Annual battery evaluation		✓	
Annual calibration*		✓	
NIST cailbration*		Add-on Fee	

Calibration offering apply to AMS Trex Device Communicator Plus modules only

Product Support + Repair Extended Repair Coverage includes

Wear & Tear Repair Coverage

- Liquid spilled on or in unit
- Drops, falls, and other collisions
- Damage caused by electrical surge
- Damaged or broken LCD due to a drop or fall
- Blown fuse in ammeter

Wear & Tear Repair Coverage

- Intentional damage (such as hammer marks)
- Cosmetic damage
- Theft

Save More With Multi-Unit or Multi-Year Support

Organizations managing multiple AMS Trex units can unlock additional value by aligning support renewals.

Additional discounts may be available when:

- Support is renewed for multiple Trex units at the same time
- Multi-year Product Support or Product Support + Repair agreements are selected

Spartan Controls can help review your installed base and develop a right-sized support strategy that balances coverage, risk reduction, and cost efficiency.

The Spartan Controls Difference

Many suppliers sell support agreements. Spartan Controls manages the entire experience.
Renewing Trex support through Spartan means having a local partner handling every detail behind the scenes.



End-to-End Repair & Logistics Management

- Coordination of shipping, tracking, and repair workflows
- Direct interaction with Emerson on your behalf
- Minimized downtime through efficient, predictable turnaround



Cost Protection & Budget Predictability

- Wear-and-tear repair costs covered under Premium plans
- Fewer unexpected expenses over the life of the device
- Easier annual planning with clearly defined support coverage



Local Expertise + Global Backing

- Direct access to Emerson's Global Service Center
- Local Spartan specialists who understand regional operations
- Advocacy and escalation support when it matters most

This comprehensive approach to support delivery is something other vendors in the region are not equipped to provide.

Take the Next Step

For quotes, renewal reviews, or Trex fleet assessments, contact your Spartan Controls representative today.

Call us or request a quote online 24/7

+1 (877) 278-6404 | connect@spartancontrols.com

SPARTAN CONTROLS