

## Emergency Response Services

- *Quickest, most cost-effective business resumption*
- *Reduced exposure to risk—ensuring safety of your equipment and personnel*
- *Access to cross-industry best practices and knowledge*
- *Ensure more efficient use of existing resources and personnel*



### Introduction

Unexpected failures and natural disasters can pose serious hazards with potentially devastating effects. Start-ups are challenging enough under the best of circumstances. That's why you need Emerson to deliver the most complete emergency response services available. From damage assessment and inspection to equipment repair, refurbishment and replacement, Emerson is your source to get you up and running quickly, ensuring your safe, reliable return to operation.

### Emergency Response Services

Emerson's Emergency Response Services are designed to support your recovery objectives. Whether you're looking to assess the damage to your electrical distribution equipment, or ready to conduct start-up and commissioning of new or refurbished equipment, we can help.

Our Emergency Response Services are conducted according to NEMA guidelines and adhere to NETA / ANSI specifications. These services include:

- Damage Assessment
- Inspection & Testing
- Equipment Repair / Recondition
- Replacement Equipment
- Spare Parts Support
- Installation
- Commissioning and Startup
- Emergency Service

### Damage Assessment

Upon arrival at your facility, a member of our technical services team will conduct a damage assessment of your entire electrical distribution system including all circuit breakers, transformers, switchgear, cables, busway,



relays, generators, batteries, and uninterruptible power supplies. This assessment will include a detailed inventory of your electrical distribution equipment, condition of each component, and recommended actions to bring your system back online in the most efficient way possible.

## Inspection & Testing

Each piece of electrical distribution equipment will be physically inspected for damage, cleaned and dried. Electrical testing will be performed as required to determine the serviceability of each piece of equipment. Recommendations for repair or replacement will be determined.

## Repair / Recondition

Electrical equipment exposed to water can be extremely dangerous if re-energized without proper reconditioning or replacement. Reductions in integrity of electrical insulation due to moisture, debris lodged in the equipment components and other factors, can affect the ability of the equipment to perform as intended. Damage to electrical equipment can also result from flood waters contaminated with chemicals, sewage, oil, and other debris which will affect the integrity and performance of the equipment. The ability to recondition the equipment may vary with the nature of the electrical function,

the degree of flooding, the age of the equipment, and the length of time the equipment was exposed to water.

For equipment that is determined to be serviceable, Emerson can provide complete repair and reconditioning services for virtually any manufacturer's equipment. Our repair services also include retrofitting services to update your equipment with the latest technology at a fraction of the cost of replacement.

## Replacement Equipment

For equipment that is determined not to be serviceable, we can help you locate new, surplus and remanufactured electrical distribution equipment of all types and all manufacturers. Our technical services staff can also provide complete installation and startup services for new equipment and removal of old equipment.

## Spare Parts Support

Finding the right parts to get your equipment back online can be a difficult task during a widespread recovery effort. Through our extensive network of electrical suppliers, we can locate replacement parts, obsolete parts, and potentially hard to find parts quickly to get your systems up and running.

## Commissioning and Startup

Emerson's technical staff can

provide complete equipment installation, commissioning and startup services. Equipment start-up services include verification of proper installation through acceptance testing and inspection. Data obtained during acceptance testing provides a reliable baseline for trending and comparison during future maintenance tests. Emerson engineers perform acceptance testing in accordance with NETA / ANSI specifications and also pay close attention to manufacturers' recommendations, industry standards and key safety issues. Upon request, we also provide operations and maintenance guidelines, procedure manuals and training for operators. We go the extra step to ensure the long-term reliability of your facility.

## Emergency Service

Any time day or night we can dispatch a NETA trained and certified technician to your site to assist in resolving emergency situations.

## Ordering Information

To learn more about this service and other Emerson Process Management service solutions, please contact your local Electrical Reliability Services sales representative office or visit us on the web at: [www.assetweb.com/ers](http://www.assetweb.com/ers) In the U.S., call 1-877-468-6384.

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