



Rosemount 4088B MultiVariable™ Transmitter FAQ



Q#	Question	Answer	RAS Customers	RAS Tech Support	Field Ops	General FAQ
1	What is happening? Why?	The RAS sales channel will begin offering the Emerson 4088B transmitter for use with Remote Automation Solutions RTU's. The 4088B will be taking the place of our legacy products which includes the 3808-10A, 3808-30A, and the MVS 205. Once we have completed the last time buy of the legacy products, they will be phased out and the 4088B will be our exclusive multivariable transmitter. This is part of Emerson Process plan to provide you best-in-class product solution for your transmitter needs.	X	X	X	X
2	When is this happening?	As of January 26, 2015, the Emerson Model 4088B will become available along with the Bristol 3808 and MVS 205 from the RAS sales channel. You can continue to order Bristol 3808 and MVS 205 for a period of six months, which will be the last time buy period, April 1, 2015 through September 30, 2015. After September 30, 2015, your salesperson will only be providing Emerson Model 4088B for your MVT transmitter needs.	X	X	X	X
3	What is the scope of this change?	The scope of the project is to supply customers with the most up to date and cost effective multivariable transmitter on the market and reducing complexity for Emerson. Additionally, we have added several enhancements as compared to the legacy products.	X	X	X	X
4	What are the advantages of the 4088B compared to the MVS 205?	There are a number of advantages between the MVS 205 and the 4088. There is a significant reduction in power in the 4088 product (when compared to the MVS 205 product) as well as a LCD display to view parameters such as DP, SP, Address, Baud Rate, etc. The LCD display will have writable functionality when we release our next platform in the coming future. Additionally, the product will provide reverse writing protection, sensor matching with Callendar Van Dusen, intrinsic safety, and local port with Hart and BSAP capabilities.		X	X	X

5	How difficult will it be to transition from the 3808/MVS 205 to the Bristol 4088B transmitter?	There are no any major differences between the 3808/MVS 205 product and the new 4088 transmitter. The goal from the onset of the transition was to create a drop in replacement. Any differences will primarily relate to legacy installations related to the 33XX product family. We have developed migration plans for these situations and will share this with you upon request.	X	X	X	X
6	Should I call a Rosemount salesperson instead of a RAS salesperson to purchase Rosemount 4088B?	No, please continue to purchase your multivariable transmitters from the same salesperson as you always have. You will be provided the same level of service and support you have always received when you purchased the 3808/MVS205.	X	X	X	X
7	Can I still order the Bristol Model 4088B the same way I have been ordering Bristol 3808 products?	Yes. Our customer service personnel is ready to support your product needs for Bristol 4088B just as with the Bristol 3808 products	X	X	X	X
8	Who should I call if I have questions?	Please contact your local salesperson if you have additional questions.	X	X	X	X
9	Who should I call for technical support?	Please contact your local salesperson and current technical support personnel. The RAS technical support hotline is 860-945-2200 .	X	X	X	X
10	How long will Emerson support the 3808/MVS 205 transmitters?	Emerson Remote Automation Solutions is committed to working with you to ensure your smooth operations. Repairs and spare parts will be available through 2016.	X	X	X	X
11	How will repairs be handled?	Repairs will be handled the same way they are normally handled today. Continue to call the RAS customer service or RAS technical support for any issues related to the 4088B transmitter.	X	X	X	X
12	If my (RAS salesperson) customer has questions not on the FAQ, what should I do?	Do not make-up answers that you do not know, please contact your sales management or Joe McGrail at Joe.McGrail@Emerson.com		X	X	
13	If my (RAS salesperson) customer has questions that I cannot answer, who can I contact?	Please contact your sales management or Joe McGrail at Joe.McGrail@Emerson.com		X	X	
14	What is Rosemount Customer Central (Tech support) hotline #?	1-800-999-9307		X		X

15	What will happen if customers call Rosemount?	Rosemount will make an initial attempt to help resolve issues and if needed, turn the call over to RAS tech support. The Rosemount tech support person will stay with the customer on the phone until contact is making with the proper RAS personnel. We will continually work with customs through this transition period so we can continue to supply the high level of customer support.	X	X		X
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