Support for Critical Infrastructure

INDUSTRIAL CONTROL SYSTEMS
- PLCs, DCS, HMIs & Networks
- Control Valves
- Instrumentation & Sensors
- DC Power Systems
- PRVs/PSVs/Tank Vents
- Power Distribution & Motor Control
- Condition Monitoring
- Supervisory Control & Data Acquisition

Critical Infrastructure - Control Systems Support

We are fully functioning following all CDC and local health authority guidance in response to COVID-19 to protect your personnel and ours as we work together to sustain critical infrastructures.

We are maximizing essential critical infrastructure worker isolation with back-office and remote support teams working from home while our Distribution Center, Service Center and Field Service teams are on-site following all recommended daily screening, hygiene and social distancing protocols.

Essential Critical Infrastructure Workers — Communications, Chemical, Critical Manufacturing, Commercial Facilities, Dams, Defense Industrial Base, Emergency Services, Energy, Financial, Food & Agriculture, Government Facilities, Nuclear Reactors, Materials & Waste, Healthcare & Public Health, Transportations Systems, Information Technology, Water — CISA

The following technical and material sourcing resources and tools are available to support critical facilities and personnel.
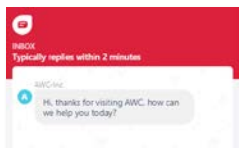
24/7 Hotline

(800) 411-8400
Technical support staff provide no cost phone support and can schedule essential on-site services.

On-Line Chat   www.awc-inc.com

Remote Engineering

Video Conferencing
Industrial control system engineers can view on-site equipment, problems and diagnostics via video conferencing.

Technical teams are also available to help with system design, configuration or software development.

Shop & Field Services

Certified Technicians
Automation, Instrument, Control Valve and Pressure Relief Valve technicians and Engineers can diagnose and resolve problems on-site or in one of our local service centers.

All PRV shops are National Board Certified for UV and VR.

Shop & Field Services

Instrument Services
Custom assemblies, remote and direct diaphragm seals, manifolds, calibrations. Critical instrument and valve calibrations.

Control Valve & PRV Services
New valve assemblies, shop and field repair and Control Valve remanufacturing.

Regional Service Centers
Houston, Beaumont, Corpus Christi, Tulsa, Baton Rouge, Lake Charles, Mobile, and Atlanta.

Remote Access Troubleshooting Tools

Secure Remote Connection
Remote support for digital systems via a secure, easy to setup cellular connection.

TeamViewer Client VPN
Remotely access systems to assist with programming, commissioning and troubleshooting.

Siemens Laptop with TIA Portal
Includes TeamViewer® for quick program access for local or remote troubleshooting.

Sourcing, Logistics & Project Management

Quotations & Project Management
Contact us for your Username and Password for order status, expediting, & part or BOM price and availability at www.awc-inc.com
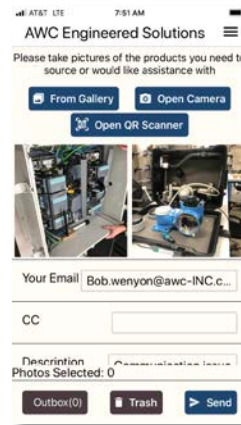Projects Teams are tracking & updating deliverables and resources.

Critical Material Sourcing
Control Systems sourcing teams find and arrange for critical material deliveries.

Local Distribution Centers
Labeling, preassembly, kitting, delivery & Vendor Managed Inventory Services

Tech Help App
Needing help with a product - sourcing assistance or tech support?

1. Download App (link below)
2. Snap Picture
3. Get help quickly

Available on the App Store

Get it on Google play

Online Instructor Led Training

Development: Online Classrooms
Get up to speed with our instructor led online PLCs, VFDs and controls courses.

Augmentation: 1-on-1 Mentoring
Work with our trainers for instruction on specific applications and projects.

DTL: Digital Transformation Labs
Remote access to keep critical skills sharp with Problem Based Learning exercises.