
Emerson Power & Water Solutions

Water Market Contacts and Link Information

Dear Valued Water and Wastewater Market Customer,

Emerson has a single organization for the water/wastewater market assigned to provide automation control systems as its charter. This group is called Emerson Power & Water Solutions (PWS) and is the single channel for all Emerson water/wastewater market sales, marketing, ordering, support, and delivery of both Ovation as well as ControlWave and FB3000 hardware and software products you may have previously ordered through Remote Automation (currently known as Emerson Energy and Transportation Solutions) in Watertown CT.

Our customer service team created a website to support your interaction with PWS called [ControlWave Storefront](#) for Water Automation Solutions.

Contact:

The following is our contact information to reach the PWS Water Automation Storefront:

Pittsburgh Facility Business Address

Emerson Power & Water Solutions
Water Automation Solutions
1000 Westinghouse Drive, Suite 500
Cranberry Township, PA 16066

Pittsburgh Facility Mailing and Ship "To" Address

Emerson Power & Water Solutions
Water Automation Solutions
2507 Lovi Road, Building 3 / 3A
Freedom, PA 15042-9395

Website:

<https://emersonprocess-powerwater.com/controlwavestore/>

Storefront email address:

PWS.WAS_Storefront@Emerson.com

Storefront telephone number: 877-826-8514

This 877-phone number will support questions on:

- Order status, quotations, and delivery information.
- Service and Technical Support
- Warranty, repairs, parts
- Product questions
- Training and registration.

Primary technical support for ControlWave is also provided through participation in the Energy and Transportation [Guardian](#) online web-based portal. This support requires a username and password, and entry is gained through purchase of software or yearly software renewal. Request access to the page via the prompts on the starting screen; customers who previously utilized Support Net should have received a notification about the change from Support Net to Guardian

<https://guardian.emerson.com/Login/>

Thank you for your present and past support, loyalty, and participation, and we look forward to working for you to bring exceptional products and solutions to meet your automation and control expectations.

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