



Schneider Electric drives services

Getting the most out of your investment

schneider-electric.com/en/work/services/

Life Is On

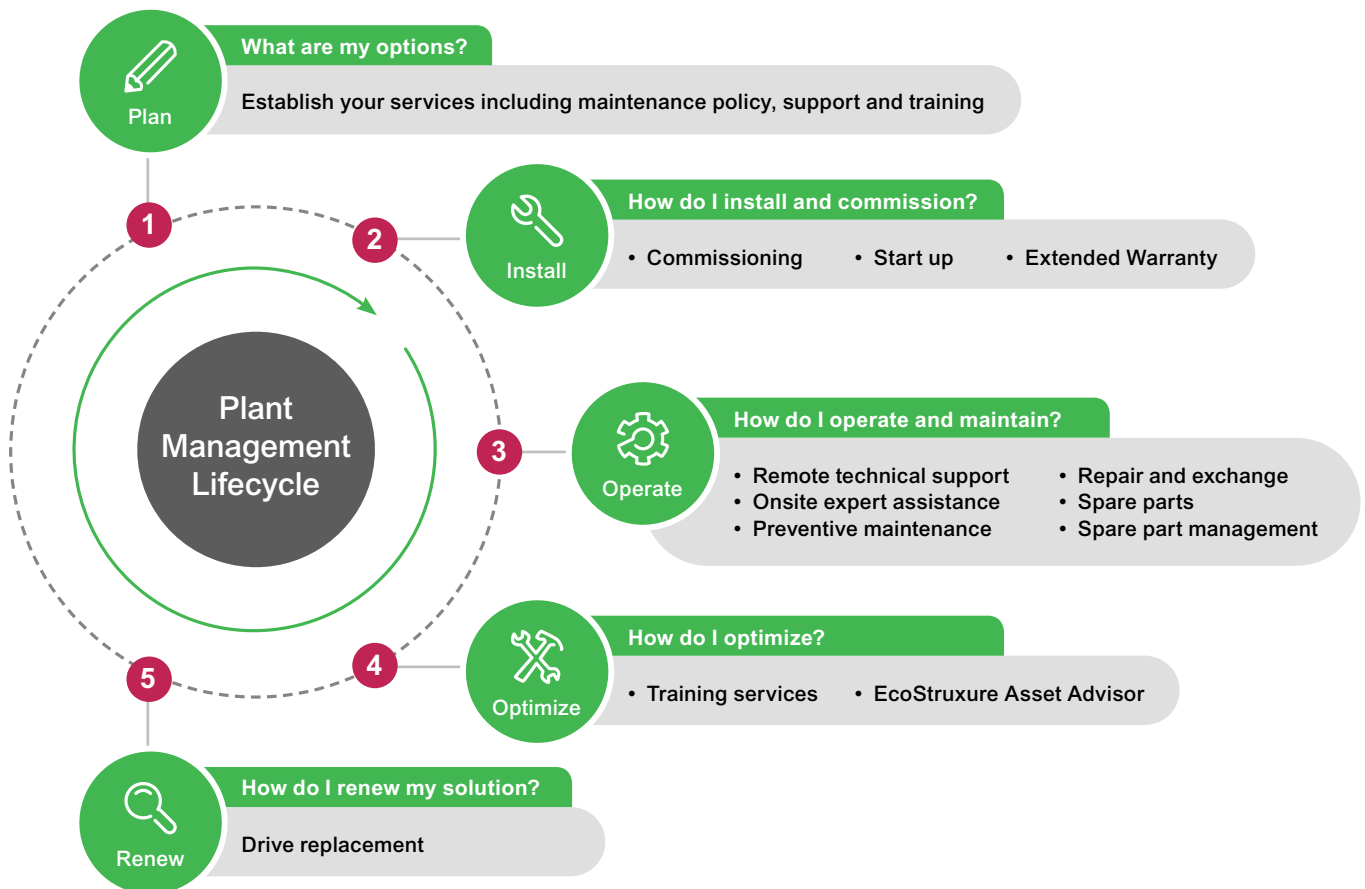
Schneider
Electric

Your Challenges

Our support to solve them

We know that Drives are an important part of your operation, with downtime having a significant impact on your business. Protecting that investment through comprehensive drive services means that you can continue to deliver optimally throughout the lifecycle of your drive. Our range of services are designed to help you get more out of your drives – and your operation.

Extending the life and performance of your drive begins with the initial installation and start-up, continuing with ongoing maintenance. A well thought out maintenance policy is the best way to keep your process running at optimized cost. Our services and support teams are available to support you when you need it including when the time comes to upgrade and modernize your equipment. And don't forget your people. Effective training will ensure that your operators understand how to get the most out of your drive throughout its lifetime.



Drives services – Our offering

Install

Start-up service is the first essential step in maintenance and optimal operational performance of the Drive. Our comprehensive review checks up to 100 parameters and is especially designed for drives in simple applications.

Commissioning service ensures a reliable start for operations with more complex applications and drive systems. The unique requirements of your process need to be carefully considered to ensure efficient operations.

Extended Warranty service helps you control your maintenance costs. In case of failure during the 3 or 5 year extended warranty period, Schneider Electric will send you a replacement drive or repair the drive on site.

Operate

Preventive Maintenance service performs predetermined maintenance actions according to drive product specific schedule. The work is carried out by certified technical experts following Schneider Electric instructions. The service minimizes unplanned downtime and extends your equipment lifetime.

Remote Technical Support brings you the product expert assistance over phone, email, chat or web on any technical issue like configuring, diagnosing, and maintaining regarding your drives. Our global support team is multi-lingual with support available up to R&D level experts if needed.

On-Site Expert Assistance service provides you highly skilled field service experts to troubleshoot and resolve drive equipment issues at your site, as expertise back-up for your personnel.

Repair and Exchange service is the available in case of failure. The defective drive can be replaced, repaired on-site or at our repair centers depending on the type of drive in question. The key target is to shorten your downtime.

Spare Parts are available from our local, regional and global stocks. Original equipment parts from Schneider Electric are reliable and easily available.

Spare Part Management service identifies and manages your critical spare parts either on your site or offsite. Service ensures your access to the spares without you needing to invest on capital to maintain the stock.

Drive – the brain of driveline

Most variable speed drives (VSD) are installed within a “chain” of other electromechanical devices (such as transformers, circuit breakers, motors) or mechanical devices (gear box, mechanical transmission). Together these form a “driveline.” VSDs minimize their own downtime and also function as smart sensors for the entire driveline (monitoring motor torque, temperature, main voltage, and load energy consumption).

The VSD collects data on the key parameters affecting the driveline's lifetime and performance. Application models and sensors embedded within the drive issue warnings when parts are likely to wear out or anomalies occur. Thereby, the drive can anticipate future outcomes for those chain elements that are predictable.

Optimize

Training service gives your personnel competence for technical installation, commissioning, and maintenance through eLearnings, classroom and onsite trainings. Added competence turns into further process efficiency and reliability as well as employee satisfaction.

EcoStruxure Asset Advisor service enables you to move from reactive to predictive maintenance and access actionable insight provided by the advisor. The service predicts drive and motor failures through connected devices and advanced algorithms monitored by Schneider Electric's experts.

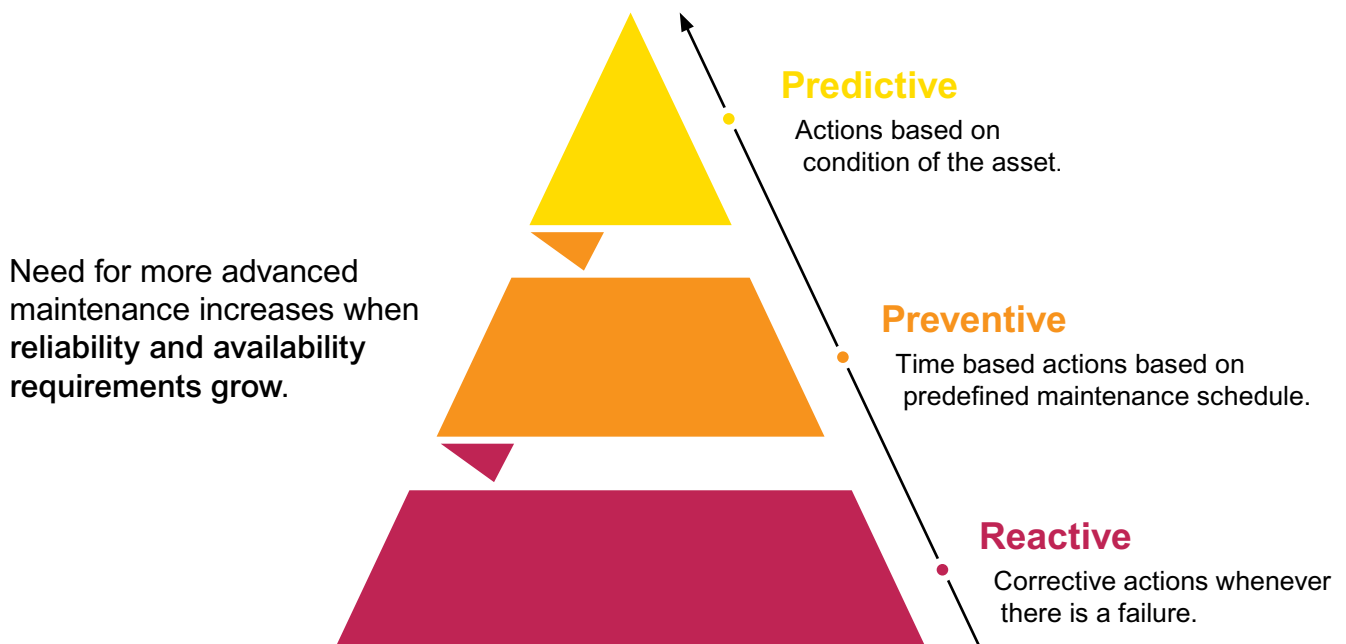
Renew

Drive replacement means reliable modernization of equipment by replacing the previous aged or obsolete drive with a new one matched to the purpose. The service can be extended with engineering in case the device and process requires more advanced engineering.

Deploy drives maintenance your way

Your maintenance policy will depend on the needs of your operation, whether it's reactive, preventive, or predictive maintenance services. We understand your need for transactional spare part deliveries to recover process in reactive maintenance as well as ensure efficient preventive maintenance actions during your planned maintenance breaks.

Your process criticality may require predictive maintenance if the cost of any disturbance is high. You choose your maintenance policy – Schneider Electric backs it up.



Benefitting from digitization: Turning data into action

The Industrial Internet of Things (IIoT) is offering new opportunities, and new challenges, for Industrial enterprises. At Schneider Electric we are powering companies to lead the digital economy with EcoStruxure, our IoT-enabled open and interoperable system architecture that optimizes the entire performance of an industrial enterprise, across three levels (connected products, edge control, and apps, analytics, & services).

Connected products are IIoT devices which are smart, connected (like Schneider Electric's Altivar Process variable speed drive) and brings intelligence to your system. Connected products are designed to bridge IT/OT and share data throughout the automation system for operational improvements – to predict

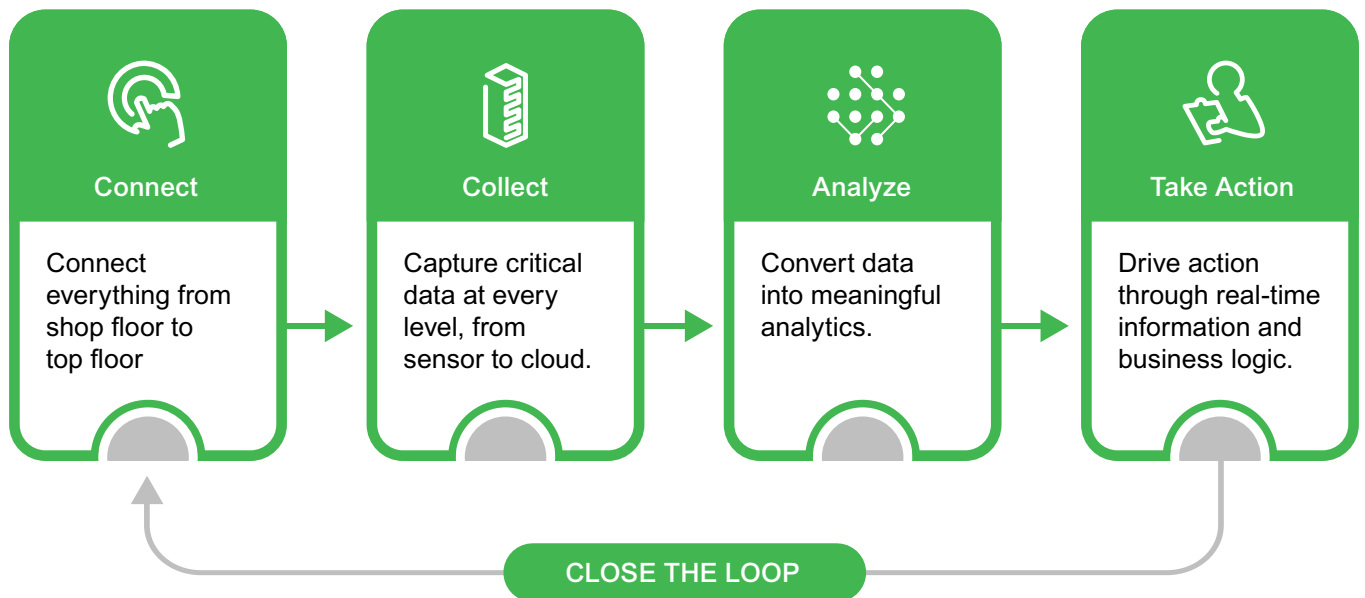
failures, to optimize the process throughput for more efficiency, to ensure safety of personnel and much more. These insights increase efficiency, reliability and operational profitability.

Switch from preventive to predictive

EcoStruxure Asset Advisor is an application to deliver predictive analytics and decision support needs for your drives. The EcoStruxure Asset Advisor collects, analyses and shares data which enables your personnel to make smarter business decisions so you can experience benefits including:

- Reduce maintenance costs
- Increase operational efficiency
- Improve organizational effectiveness

Translating data into actionable intelligence and better business decisions



Service contracts securing recovery, availability and outcome

Having a service contract ensures that your assets' safety and performance is managed through a well-defined maintenance plan that meets your operational needs. You will enjoy priority access to Schneider Electric support when you need it as well as have an expert partner to plan long-term evolutions of your drives.

A service contract will:

- Reduce downtime and risk
- Maintain performance of your equipment
- Optimize your maintenance budget
- Extend the lifetime of your equipment
- Improve safety of your personnel

Predefined service contract

The Advantage Service Plan offers a comprehensive package of drive services and flexible options to choose the exact service requirements to suit your business needs. An A'La Carte service contract is also available, which can be fully tailored to your needs. Both of these service contracts are built from the services in "Operate" and "Optimize" phases and service levels defining availability, response and lead times matching your particular needs.

Advantage Service Plan offers two predefined options to choose from:

Deliverables	Plus	Prime
Included Services		
Technical Phone Support	NBH	NBH
Support Portal Access	Y	Y
Lifecycle Report	Y	Y
Next Business Day On-Site Repair Service		3
Preventive Maintenance visit		1
Optional Services*		
24/7 Technical Phone Support	Y	Y
Block of Support Hours	Y	Y
Next Business Day On-Site Service	Y	Y

Note:

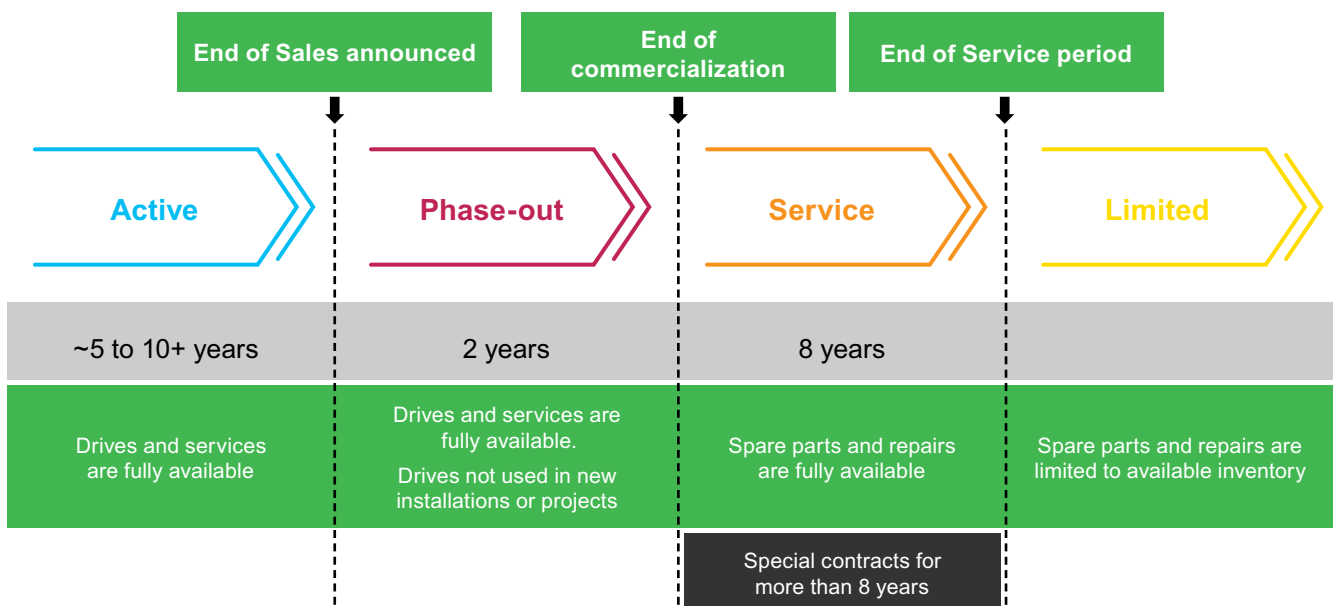
NBH: Normal Business Hours

Y: Included in base price

*Subject to confirmation by your local Schneider Electric Office

Support throughout the product life cycle

Nothing lasts forever. Schneider Electric follows a product life cycle model where the phase-out period is planned well in advance. Support services are available long after the product itself – up to 10 years after end of sales for the product. In exceptional cases, even this period can be extended with contractual arrangements.

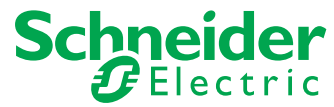


Schneider Electric – helping you succeed

Schneider Electric, the leader in digital transformation of energy management and automation, has operations in more than 100 countries. With this global footprint we have certified drives field service representatives, regional expert and advanced level support up to product R&D to provide you the best support across the lifecycle of your drives. Further, we offer an extensive network of local and global repair centers and logistic chain to assure you on our capability to respond.

For local contact information for support and services, visit our website:
<https://www.schneider-electric.com/en/work/services/>

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Schneider Electric Industries SAS
35, rue Joseph Monier - CS 30323
F92506 Rueil-Malmaison Cedex

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