



# Advantage service plans

For low voltage variable frequency drives  
and soft starters

Flexible support that reduces the risk of downtime, improves  
maintenance budgeting and extends asset life

[se.com/vfd-services](https://se.com/vfd-services)

Life Is On

**Schneider**  
Electric

For Industrial Operators, operating and maintaining increasingly complex Industrial Automation assets can be a challenge, especially with ever-increasing constraints on budget and available skills.

Our Advantage Service Plans help to overcome these challenges, while fitting within your constraints. With a carefully chosen set of support and service deliverables, you will receive the best of our expertise and capabilities to supplement your efforts in reducing downtime, enhancing personnel productivity and maximizing asset life. Its scalability and modularity ensure you have the flexibility to tailor the plan to suit your specific needs.

**Features:**

- Services that leverage our capabilities for supporting & maintaining your variable speed drives and soft starters.
- Choice of plans with services included.
- Optional services for further customization.
- Scalable to the number of drives you have

**What our customers are saying:**



**Our capabilities include:**

300	Drive field service experts in 54 countries
14	Advanced technical support centers
40	Countries with distribution centers



Well-equipped advanced technical support centers around the world

“The tech that I was talking to was very knowledgeable, and he knew exactly what I was looking for, really before I even described my problem.”

– Town of Gilbert

“Every time I call, the person that I am dealing with is very experienced, and they typically answer my question in that one response. I don’t have to call back, I don’t have to continue on with it.”

– City of Phoenix

Plans & Options:

Deliverables	Plus	Prime	Service description
<b>Included Services</b>			
Technical phone support	NBH	NBH	Ensures your specific problem gets the right level of attention, for the right resolution and at the right priority, through: <ul style="list-style-type: none"> <li>• Priority technical assistance within Normal Business Hours (NBH).</li> <li>• Backed up by a team of Schneider Electric’s Global Experts and R&amp;D.</li> </ul>
Support portal	✓	✓	Self-assist support portal to help you make the most of your system with: <ul style="list-style-type: none"> <li>• Searchable Knowledge base of technical FAQs &amp; resolutions.</li> <li>• Readily available product documentation.</li> <li>• Software downloads.</li> </ul>
Lifecycle report	✓	✓	To keep your overall system current and maximize its life, a critical input is to know its current life-cycle status. With Advantage Service Plan, you are assured that we will keep you updated on this for product installed at your site.
Preventive maintenance visit		✓	Schneider Electric will depute, once a year, a certified service personnel to your location, on a pre-determined scheduled date. The services provided for the covered products include inspection, function verification and report with findings and recommendations.
Next business day on-site repair services		✓	In the event of an unexpected failure, Schneider Electric will dispatch a certified service personnel, to diagnose, repair, and test the products covered. The standard response time is within one business day. Up to 3 such requests in a year.
<b>Optional Services*</b>			
Block of support hours			This optional service is a flexible 40-hour block of time based technical assistance services, that can be used for Training, Trouble-shooting assistance, Engineering assistance related to testing and start-up or modernization projects.
24/7 support			Upgrade your technical phone support experience to 24/7 availability.

\* Subject to confirmation by your local Schneider Electric office

Products & Systems supported:

- Drives: Altivar Process ATV600, Altivar Process ATV900, Altivar 12, Altivar Machine ATV320, Altivar Machine ATV340, Altivar 212, Altivar 71, Altivar 61, Altivar 312
- Soft Starters: Altistart 22, Altistart 48

Other ratings and drives upon request.

Life Is On



Contact your local Schneider Electric representative  
or channel partner to learn more.

[se.com](https://www.se.com)

**Schneider Electric**

35 rue Joseph Monier  
92500 Rueil-Malmaison, France  
Phone: + 33 (0)1 41 29 70 00

[www.se.com](https://www.se.com)

©2020 Schneider Electric. All Rights Reserved.  
Schneider Electric | Life Is On is a trademark and the property of Schneider Electric SE, its subsidiaries, and affiliated companies.  
998-21088245\_GMA-US