



Reduce inventory costs and facilitate maintenance

Customer FIRST Hardware Module Replacement

Service at a glance

The productive operation of your facility depends on your equipment and systems. You need a plan to maximize their availability. Knowing your options to repair or replace malfunctioning modules is critical.

Schneider Electric's Customer FIRST Support and Services program offers two options. You can be confident that replacement parts are available and that the process to obtain them is simple and effective.

Easy exchange or replacement

Knowing that you can get needed parts quickly is important to prevent or minimize potential downtime.

You can reduce your onsite spare parts inventory costs and maintenance concerns with the assurance that the Schneider Electric Material Exchange/Reserve Program will quickly fulfill your requirement for a replacement product when needed.

Hardware maintenance support is part of the Schneider Electric Customer FIRST Support and Services Program. If you encounter an issue with Foxboro Evo™, Foxboro I/A Series™, SCADA or Triconex™ equipment, the Schneider Electric Global Customer Support organization will help

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you quickly return to normal operation. When replacement of a malfunctioning component is determined to be the best solution, Schneider Electric will quickly dispatch factory-refurbished material from our inventory, in compliance with the Customer FIRST program level that you select. The replacement product will be provided at a discounted price, with the expectation that you will send your malfunctioning unit to an Schneider Electric-designated location.

Your Customer FIRST Support and Services program provides either the Module Exchange Program or Module Reserve Program.

With the Module Exchange Program, replacement parts are shipped to your site when we receive your request. You ship the malfunctioning parts to Schneider Electric within 20 days after we ship the replacement part.

The Module Reserve Program ensures that your replacement parts will be shipped to you when Schneider Electric receives your malfunctioning component.

Module exchange program

Schneider Electric provides refurbished Foxboro Evo, I/A Series, SCADA and Triconex systems replacement parts from its inventory to customers with Customer FIRST Support and Services Program coverage that includes the Module Exchange Program feature. It's as simple as contacting your Schneider Electric service office or regional support center.

1. Module Exchange Program equipment can be requested by the client's authorized personnel via the telephone numbers listed in the Service Agreement, telephone number +1-508-549-2424 (+1-866-746-6477 toll free Canada, USA), or via email at systems.support@schneider-electric.com.
2. Material will be shipped generally within 24 hours of order placement. Critical equipment may be delivered within 24 hours if availability and transportation logistics allow. Shipping and handling charges may apply. Your Schneider Electric representative will advise you on this detail.
3. You send the malfunctioning part to an Schneider Electric-designated location within 20 days from date of replacement shipment.

Customer FIRST members will get the fastest response to part replacement requests through a simple and effective process.

Module reserve program

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2. You send the malfunctioning part to a Schneider Electric-designated location.
3. Material will be shipped generally within 24 hours after your malfunctioning unit has been received at the designated location. Critical equipment may be delivered within 24 hours if availability and transportation logistics allow. Shipping and handling charges may apply. Your Schneider Electric representative will advise you on this detail.

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Flexible options to keep your operation running

The Schneider Electric Customer FIRST Support and Services Program gives you access to quality parts and material quickly and cost-effectively.

- Critical major system components are carefully selected for inventory to fulfill module replacement orders. These components are updated when appropriate and the hardware is put through Schneider Electric's manufacturing product testing sequence. A 90-day warranty is provided on Module Exchange/Reserve Program equipment.
- Products will be shipped generally within one business day of customer request or receipt of the failed equipment, depending upon the coverage provided.
- The parts inventory is maintained and current, according to our Lifecycle Policy. Schneider Electric Service representatives work with you to ensure that your systems are current and to develop plans to upgrade unsupported, obsolete equipment.

Convenient purchasing process

Your Schneider Electric Customer FIRST agreement includes the option for a Flexible Material Fund, which allows you to finance parts replacement and simplify the order process. Replacement material ordered will be deducted from your Flexible Material Fund, eliminating the delay of generating a purchase order if a failure occurs.

Don't wait to develop your repair procedures until you desperately need a replacement part. The Module Exchange/Reserve Programs are designed to provide flexible, reliable and effective support for your hardware needs. Contact your Schneider Electric representative for more details.

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