

Life Is On

Schneider  
Electric

Leave critical spares  
management to us

Customer FIRST Parts Management

### Service at a glance

Schneider Electric offers reliable and effective management of Foxboro®, and Triconex™ spare parts.

Contract for spare parts through our Customer FIRST Support and Services program. Premium and Elite level customers can:

- Reduce costs
- Ensure availability
- Reduce downtime
- Free up resources

### Sensible spares management

Selecting, purchasing, and managing spares is key to maintaining process availability and plant safety. However, the rapid evolution of technology complicates this task and requires significant resources. The Schneider Electric parts management program provides onsite and offsite inventory management of selected critical spares to ensure that the right parts are available when needed. Schneider Electric has the expertise to manage the inventory and provide the peace of mind that comes from knowing that you will always have the right part at the right time — mitigating financial, availability, and obsolescence challenges. When you include Schneider Electric Parts Management as a component of your

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## Customer FIRST Parts Management

Customer FIRST Support and Service Agreement (Elite or Premium levels), you will achieve:

- Reduction of initial capital costs by removing spare parts purchases from the equation, which:
  - Takes spare parts inventory off your books
  - Saves the cost and effort of having to manage the spares yourself
- Guaranteed access to managed spare parts at your site or a Schneider Electric facility, which:
  - Ensures that spares are at the correct version, revision, or firmware level
  - Mitigates risks of aging or out-of-revision spares
  - Upgrades spares in pace with changes to the installed base
  - Prevents downtime issues associated with failures by selection and maintenance of the right type and quantity of spares
  - Reduces labor, storage, and maintenance costs associated with spares inventory
- Increased availability of people previously dedicated to spares management for other high-value tasks
- Peace of mind, knowing you can rely on Schneider Electric for your parts management requirements

## Inventory management

The Schneider Electric Parts Management Program is a comprehensive, cost-effective alternative for customers who do not want the expense or manpower issues associated with purchasing and inventorying spare parts. The program is offered to clients that have a Premium or Elite tier Customer FIRST agreement, and applies to Foxboro, and Triconex brands. Whether you are new to Schneider Electric or have a system that may be compromised by age issues, Schneider Electric can help you move away from client-owned spares to a Schneider Electric-managed approach.

The program delivers value by providing spare parts maintained, managed, and owned by Schneider Electric. This allows you to reduce your capital expenditure, remove the burden of managing spare stock inventory, and significantly reduce costs associated with personnel and space to manage and store spares. It eliminates the costs of spares ownership, increases availability of spares, and subsequently reduces production loss due to lack of spares stock.

Schneider Electric retains ownership of spares located at your site and/or held at a Schneider Electric location for your use.

This equipment is available to replace faulty parts within a defined time frame. The replacement time is dependent upon component criticality, generally (if onsite) within 2 to 4 hours, or (if in a Schneider Electric location) within 24 hours from request. Parts are managed by Schneider Electric locally and are updated as needed to ensure that they are at the appropriate revision levels.

Parts management provides guaranteed access to identified spares stock while minimizing capital costs to you. This benefit is achieved by identifying only the most critical and potentially vulnerable items and placing them on site in S1 (customer site) stock. Other less critical, backup and/or vulnerable parts are maintained as support stock at a Schneider Electric location, S2 stock, and are available for dispatch within 4 hours on a 24 hour per day, 7 day per week basis to the S1 site. The requirement for you to invest in a stock of spare parts is eliminated.

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Annual or semiannual S1 stock verification is an element of the parts management service to ensure parts availability and the proper revision level of the equipment located at the customer's site. During these visits, Schneider Electric will discuss with you any need to reevaluate the quantity or type of spares in the S1 and S2 stock to ensure that the mix of parts keeps pace with changes to the installed equipment.

### Onsite spares stock — S1

The S1 stock is located at your site for quick troubleshooting or rapid replacement should an installed module have an issue.

Schneider Electric will maintain the parts inventory at appropriate minimum use revision levels, with periodic checks to be defined on a per-order basis, but no less than once a year.

### Schneider Electric-held spares — S2 bonded stock:

Schneider Electric-owned spare parts located at a Schneider Electric site refers to S2 stock. The S2 stock will be stored in sealed packages at a Schneider Electric facility. Access to this stock will be restricted to those customers who have purchased the bonded/S2 stock option.

Delivery of a part from S2 bonded stock will be within 24 hours of the time the request is received. Schneider Electric will stock parts listed in S2 bonded stock at a Schneider Electric location agreed upon by both parties.

S1 stock will normally be replenished from S2 stock. The S2 stock will generally be replaced within 2 to 7 days based on location. During this period, Schneider Electric will make best efforts to provide additional material, if needed by the customer, from alternative sources within the region, other regions, or the factory.

### Module exchange program — parts replacement

Module Exchange Program (MEP) Parts replacement is priced separately, either as billable or cost inclusive as selected in the Customer FIRST Agreement.

Should a module installed in the system fail, that part is replaced with one from S1 stock. The customer should notify Schneider Electric, and material from the S2 stock will be shipped to the customer location to replace the used S1 stock. The failed module is then sent back to Schneider Electric using the Module Exchange Program, which in turn will ship a replacement part to replenish the S2 stock.



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## Customer FIRST Parts Management

### The program

Schneider Electric will manage the spare parts/functional spares defined in S1 and S2 stock inventories as follows:

- On an annual or semiannual basis, Schneider Electric will audit the S1 and S2 stock to ensure that the inventory level is appropriate and the boards are at the minimum usable revision level; and recommend any changes to the current stocking level
- Schneider Electric will recommend any changes to the type of spares required based on any upgrade activity over the period
- Schneider Electric will evaluate customer's usage, storage, and handling procedures

### For more information

#### **Schneider Electric Operations Management Global Customer Support —**

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