



# Drives Premier Support

High-value support to help keep your facility running at its best

[altivardrives.com](http://altivardrives.com)

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# Support Program Overview

The Drives Product Support Group offers multilevel support services to our customers. This formalized structure of support is designed to help you optimize your investment in solid state motor control by providing the right level of technical expertise for your mission critical applications. Support agreements are available to purchase based on the type of requirements you have in your facility.

	Basic/Free	Premier/Contract
<b>Services</b>		
8 AM – 5 PM, Monday – Friday local time. FIFO Call Back Support (max 48-hour response time)	Y	
8 AM – 5 PM, Monday – Friday local time. Priority Support (1 Hour Response Time)		Y
After Hours Support including Weekends and Holidays (30-minute response time)		Y
Access to Basic Support/Primary Support Agents	Y	
Direct access to Advanced Support Engineers		Y
Basic web/email/chat support	Y	Y
Support Portal Access which offers enhanced web, email, chat support, and case creation		Y

### Feature details

Standard remote technical support is provided to customers who do not have a Premier Contract with a maximum response time of 48 hours and initial call being answered by our primary (Level 1) team. Basic web/email/chat support is provided by our public website and assistance may continue with standard support.

Premier Support is provided to customer with a Premier Contract and calls are answered directly by our Advanced Technical Support Engineers with a maximum of one hour response time. Customers with our Premier Contract also gain access to our specialized support portal with enhanced web/email/chat support and case creation.



# What technical support should be

At Schneider Electric, we believe technical support should go beyond basic troubleshooting. We know that continued optimization and maintenance extends the life of your system and ensures it's working efficiently and effectively. Our number one priority is to help you protect your investment and get the most out of it.

## Technical Support

The Drives Product Support Group (DPSG) provides post-sale support on AC Drives, Enclosed Drive Systems, and Soft Starters. Contact the DPSG for post sales questions. If the reported problem cannot be resolved, the support engineer will escalate the case or direct you to the functional group that can best provide problem resolution. Each problem inquiry is assigned a case number, which is critical for tracking the history of the problem, for dispatching service, and for warranty evaluations.

The DPSG offers a Drives Premier Support Contract that includes direct access to our Advanced Technical Support engineers including holidays, nights, and weekends.

## Drive's Free Remote Technical Support

The Drives Product Support Group (DPSG) provides post-sale support on AC Drives, Enclosed Drive Systems, and Soft Starters. If the reported problem cannot be resolved, DPSG will direct you to the functional group that can best provide problem resolution. Each problem inquiry is assigned a case number, which is critical for tracking the history of the problem, for dispatching service, and for warranty evaluations.

The DPSG provides assistance with basic product configuration on current products, as well as legacy products still under warranty, and answers frequently asked questions.

Support is available Monday through Friday, 8:00 am to 8:00 pm Eastern Standard Time, excluding holidays. All inquiries are handled on a first come, first served basis by our Primary / Level 1 team and escalated as needed to our Advanced team on a first come, first served basis with a 48 hour maximum response time.

## Drive's Premier Contract for Remote Technical Support

You can choose our Premier Support Contract and partner with specialized engineers to help improve system performance, increase use, and reduce total cost of ownership.

The Premier Support Contract includes direct access to our Advanced Technical Support Engineers with the highest priority and a one hour maximum response time during normal operating hours, Monday through Friday, 8:00 am to 8:00 pm Eastern Standard Time.

It also includes technical support with a 30 minute response time after hours, including weekends and holidays, and enhanced access to web/email/chat/case creation from our Support Portal.

The Premier level of technical support is also available for a one-time fee. Contact your local Schneider Electric distributor or sales office to place an order. For more information regarding adding this service or renewing your existing Premiere Support Contract, please call 888-266-8705 and select option #3.

## Add-on optional services

- Enterprise agreements are available for customers with multiple sites
- On-site preventive maintenance
- On-site technical support



Our support programs have you covered

# Online support and customer communication

## New! Live chat

All customers can access the new live chat feature through our public website. Customers with a Premier contract will get access to our specialized support portal for priority support.

Live chat enables our customers to connect and chat online with automation support engineers for quick answers to technical questions, troubleshooting, and issue resolution.

## Support portal

This online case management tool allows customers to submit, track, and access companywide case histories in one place.

## eService offerings

- Email Support
- Support Portal
- Live Chat
- Online Library
- Online Help
- Product Updates and Announcements

## Customer satisfaction

Customer service is our Drives Product Support Center's primary function. In order to provide you with the best services, the Drives Product Support Center performs regular surveys to gain valuable customer feedback on our support services.

## [www.schneider-electric.com](http://www.schneider-electric.com)

Good support keeps systems working. Great support makes your business better and your life easier. The continuing support program from Schneider Electric does just that. We've taken the guesswork out of who to contact, tracking renewal dates, and managing product part numbers while reducing your overall cost.

## Contact Us!

Contact your local Schneider Electric Distributor or sales office to place an order.

For more information or assistance with your existing priority support contract, email at [drive.products.support@schneider-electric.com](mailto:drive.products.support@schneider-electric.com) or call 888-266-8705 option 2 for Technical Support or option 4 for Contract Support.



## What our customers are saying:

"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

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