Plan for the future of your electrical distribution installation

Advantage service plans optimize equipment safety and lower your total cost of ownership
Advantage Service Plans give you peace of mind, so you can focus on your core business
“By signing this service contract with Schneider Electric, we are assured of having emergency intervention on-site, with support available 24/7.”

Customer from the automotive sector, Mexico
Meet the challenges of electrical distribution management

Rely on a trusted partner
Managing electrical distribution equipment expenses within a budget is challenging. But with the aid of a trusted partner, you can focus on what’s really important — your core business.

Schneider Electric has the experience and highly qualified field service representatives to provide professional support for your electrical distribution infrastructure. As a global manufacturer, we have an unparalleled understanding of your installation as well as a comprehensive library of data regarding components and equipment performance.
What do you get with an Advantage service plan?

**Total cost of ownership reduction and budget control**
- Lower operating expenses compared with other maintenance options
- Control over annual maintenance budget

**Greater safety, availability, and lifetime**
- Maintenance by the manufacturer
- Improved safety and security
- Enhanced uptime and equipment life span
- Anticipation of costly technical issues
- Reduction of downtime and critical losses

**Reactivity commitment**
- Servicing time and spare parts availability commitment

Peace of mind with a trusted advisor
Get a service plan that’s tailored to your needs

**Technical and financial flexibility**
Because every business is different, Advantage service plans are fully adaptable to your needs. Schneider Electric™ experts work with you to create a maintenance program that fits your technical and financial situation.

Customizable Advantage service plans offer different levels of control over maintenance expenditures in the event of a technical intervention. Contract duration is agreed upon based on your needs.
Introduction to service plans

Advantage Service Plans

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Preventive maintenance
Corrective maintenance
Predictive maintenance
Other services
Preventative and regular maintenance is essential for all electrical applications, and offshore wind farms are no different. There is, however, a need for a certain amount of flexibility when it comes to offshore wind as the weather can be a real game-changer. It must be factored into all aspects of servicing contract from emergency responses to regular maintenance.

Customer from the electrical energy generation sector, England
Optimise performance and maximise uptime with preventive maintenance

Manufacturer-standard service tailored to your needs
Your equipment needs regular check-ups in order to maintain its original level of operation. Moreover, to ensure the maintenance is conducted in the optimal way, it needs to be performed by skilled professionals.

Schneider Electric service plans include regular preventive maintenance that fits the needs of your equipment and your business.

Our experienced field service representatives conduct the maintenance, using special tools and dedicated consumables. They are supported by powerful data management tools, making the work more efficient and precise.
Your benefits with preventive maintenance:

- Flexible scheduling and maximum continuity of service
- Compliance with service regulations and international standards
- Extension of equipment lifetime
- Expert recommendations
- Improvement of installation safety and availability
- Diagnosis can be performed during equipment operation
We decided to sign a long-term service contract with Schneider Electric. Our discussion with Schneider Electric teams has given us better peace of mind and better familiarity with our equipment, which we were previously lacking.

Customer from the petrochemicals sector, Italy
Anticipate equipment failure with predictive maintenance

**Powerful diagnostic tools combined with manufacturer know-how**

Predictive maintenance gives you insight into the state of your equipment and expert advice on how to optimise it, enabling you to manage proactively.

Available with or without shutdown, predictive maintenance significantly reduces the possibility of unexpected downtime and helps you anticipate equipment failure and associated costs. It also keeps you compliant with service regulations and international standards.

In addition, predictive maintenance helps identify technical issues caused by critical phenomena - such as electrical and environmental issues or mechanical wear - before they cause serious damage.
Your benefits with predictive maintenance:

- Access to manufacturer’s data for efficient diagnosis
- Greater ability to manage maintenance time and costs
- Improvement of installation safety and availability by anticipating future failures
- Clear analysis of diagnostic results in formal report and expert recommendations
Predictive maintenance with shutdown

Scheduling an equipment shutdown enables Schneider Electric experts to conduct in-depth diagnostics that are otherwise impossible.

**ProDiag (low and medium voltage)**
ProDiag takes the mechanical parameters measured during full operation (opening and closing) of circuit breakers and compares them with data collected in our production facilities. This allows our field service representatives to predict equipment failure with great accuracy and act accordingly.

**ProFusion (medium voltage)**
This tool enables the accurate measurement of resistance in medium voltage fuses. The results are then compared with the technical data library maintained by Schneider Electric.

**ProSelect (low voltage)**
With ProSelect, our experts analyse the protection relay settings of an LV circuit breaker. They inspect the equipment to see if its settings have changed since commissioning and for upstream-downstream discrimination between circuit breakers using current injection.
Schneider Electric experts can perform some predictive maintenance tasks without shutdown, allowing you to maintain maximum continuity of service.

**ProCorona (medium voltage)**
Our field service representatives use ProCorona to detect the presence of partial discharges (surface or internal) in MV equipment such as switchgear, RMUs and transformers. Using ProCorona and expert knowledge of the equipment’s internal layout, they are able to provide first-class recommendations.

**IR Thermography (low voltage)**
With IR Thermography, we find and document “hot spots” on LV busbars and connections. This important diagnostic tool helps prevent downtime and identifies safety issues.
### Predictive maintenance

#### With shutdown

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<td>MV fuses</td>
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<td>LV protection relays</td>
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#### Without shutdown

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<tr>
<td>LV busbars and connections</td>
<td>Detect hot spots on busbars and connections</td>
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Thanks to this contract with Schneider Electric, we are benefiting from direct contact with their experts. They can diagnose the cause of problems when they appear and suggest corrective actions in the shortest possible time.

Customer from the retail sector, France
Minimise costly downtime with timely and efficient corrective maintenance

The reactivity you need
When unexpected downtime occurs, every second counts. In order to safeguard your business and speed up restart time you need the assurance of timely reactivity by an experienced, well-trained field service team as well as the guarantee of spare part availability.

Corrective maintenance from Schneider Electric gives you the reactivity you need in the event of a technical issue.

24/7 hotline
You get access to technical support experts in electrical distribution, any time you need it. Our 24/7 hotline is a point of first contact in case of emergency, but can also address questions or concerns about normal operation. Available exclusively with Advantage service plans.
Your benefits with corrective maintenance:

- Access to highly qualified personnel 24/7
- Reactivity commitment in case of a failure
- An appropriate response customised to your environment
- Decreased indirect costs of downtime
- Special spare-parts and labour rate (with Advantage Plus plan)
- Annual forecasted maintenance budget (with Advantage Prime plan)
Emergency on-site intervention
When a speedy intervention is necessary, we dispatch a field service expert to your site so that repairs are made as quickly as possible. A 24/7 response is guaranteed within a period of time specified in the service plan.

Emergency spare-part delivery
Includes priority access to spare parts. We deliver spare parts that are best suited to your installation’s needs, so that you don’t have to keep bulky, expensive equipment on-site at all times.

Intervention and spare-part cost coverage
Certain Advantage service plans include partial or full cost coverage for emergency on-site interventions and emergency spare-part deliveries. This reduces the threat of unexpected costs and increases control over your maintenance budget.
Enhance your peace of mind with other service options
Get a fuller vision of your installations

Asset On-line, a direct link to your installed base
With Asset On-line, you get 24/7 access to your consolidated maintenance history and information about your installed base. Whether you need to keep track of one installation or many, all your data is conveniently organised online for ease of access.

Key benefits of Asset On-line:
- A global overview of your electrical distribution status
- Schneider Electric expert analysis & recommendations for your installation
- Simplified communication between your maintenance teams and ours
- Maintenance indicators: equipment quality level and obsolescence, scheduled visits, and site security level
Train, test, and grow

Training solutions that refresh and boost knowledge
Optimise your team’s competencies with help from our team of international experts. You get a full solution for training deployment, including hosting, tracking, and customised data reports.

Schneider Electric training options:
- Team competence management
- Hands-on training on full-size equipment in our worldwide training centers or at your site
- Classroom training
- e-learning sessions (available in multiple languages)
- 3D training experience

Electrical Risk Prevention. Test your employees’ knowledge and ensure they have the right safety know-how. Module includes videos, quizzes, and a final test in order to deliver a certificate.

Electrical Distribution Fundamentals. Discover and explore electrical networks from power generation to consumers, and better understand what happens during a voltage drop or black out. This module refreshes your employees’ knowledge with high-quality interactive content.
Choose a warranty upgrade for greater comfort

For even greater peace of mind, we also offer factory warranty upgrades and on-site warranty extensions.

**Factory warranty upgrades**
- Valid during the initial legal warranty period
- Gives you a reactivity commitment in addition to the legal warranty
- Labour and travel expenses included for corrective interventions during the time of contract

**On-Site Warranty Extension**
- Extends standard legal warranty coverage
- Normal corrective maintenance included
We have services to meet your equipment’s needs, throughout its life cycle

Advantage service plans are part of a comprehensive range of services for your electrical distribution installations.

Discover more about our electrical distribution services!

Visit www.schneider-electric.com/electricaldistributionservices today.