



# Expert services your partner

Enabling available, safe and efficient energy

Service overview

SOCOMECC is committed to deliver a wide range of value-added services to ensure the availability of your critical installation, the safety of your site operations and the performance optimisation of your low voltage equipment during its life cycle. The expertise and proximity of our specialists are there to ensure the reliability and durability of your equipment.



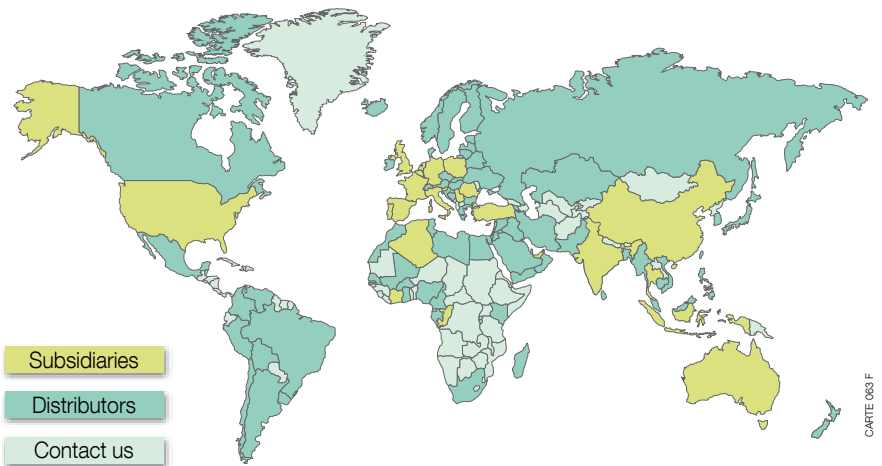
APPLI 724 A

## Key figures

More than 370 Socomec experts supported by 175 engineers and technicians from our distributors, drive the solutions to your specific needs.

Our global presence includes:

- 10 branches in France,
- 12 European subsidiaries,
- 8 Asian subsidiaries,
- representatives in 70+ countries.



CARTE 069 F

## On-site service management

- 60,000 service operations per year (mainly preventive visits).
- 98% Service Level Agreement compliance rate.

## Technical hotline network

- 20+ languages spoken.
- 3 advanced technical support centres.
- 100,000+ incoming calls handled per year.

## Certified expertise

- 4,500 hours of technical training deployed per year (product, methodology and safety).



APPLI 571 A



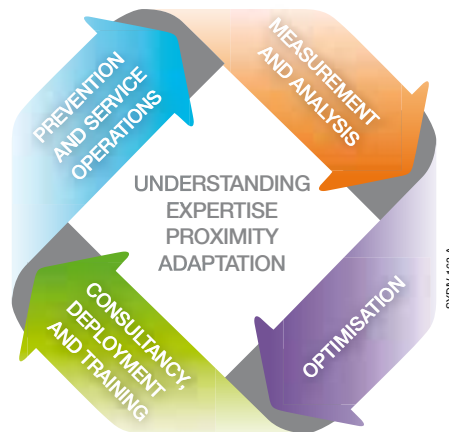
SITE 598 A



CORPO 269 A

As specialist manufacturers in the field of low voltage electrical facilities for over 90 years, Socomec offers a wide range of value-added services, a major factor in ensuring the reliability of your equipment throughout its design life.

Take advantage of personalised support throughout your project and reach your energy objectives with confidence!



## To find out more

For more information about our complete offer for Expert Services, download the catalogue.

[www.socomec.com/en/services-catalogue](http://www.socomec.com/en/services-catalogue)



QR CODE 145 A GB

## Prevention and service operations

### Preventive maintenance

- Inspections: mechanical, electrical, battery
- Dust removal/equipment cleaning
- Software updates
- Electronics testing
- Environmental checks
- Battery check
- Expert maintenance report



APPLI 724 A

### Benefits

- > Helps reduce equipment malfunction
- > Optimises operating efficiency
- > Extends equipment lifetime
- > Improves system availability

### Emergency service 24 / 7

- Specialist team of engineers on call 24/7
- Technical expertise on-site within 6 hours to 2 hours guaranteed
- Remote monitoring and proactive troubleshooting
- Corrective maintenance with original spare parts
- 24/7 spare part stock availability with high priority shipment



APPLI 588 A

### Benefits

- > Quality technical support
- > Fast and precise diagnostic
- > Real problem solving

*Different Service levels can be available in your country – please check with your local sales office.*



# Prevention and service operations

Service overview

## Maintenance service packages

- Annual preventive maintenance visit
- Emergency hot-line 24/7
- Response Time to Site within 6 h to 2 h
- Original spare parts
- Battery Check



APPUL 718 A

## Benefits





The maintenance service packages combines the advantages of preventive maintenance and emergency service. Entirely tailored around customers' needs, they taking into account individual operating constraints, business activity and the unique level of criticality associated with specific applications.

## Evolution pack

Evolve with Socomec:



- > Control your costs: fixed price guaranteed over a 5-year period,
- > Maximise your investment: incorporate cutting edge technology for the ultimate energy efficiency,
- > Futureproof your system: eliminate end-of-life criticality.

	SILVER	GOLD	PLATINUM	PLATINUM+	REGULAR	PREMIUM	EVO PACK	PRISM
Standard UPS system 	•	•	•	•				
Modular & scalable UPS system 					•	•	•	
UPS system for data centres 								•
Transfer switches 	•	•	•	•				

## PRISM for your critical power equipment in data centres

- 5-year all inclusive package at a fixed price including all operational maintenance costs guaranteed with no extra charges



COUW 286 A

## Benefits

- > Personalised maintenance and site improvement
- > Improved system uptime
- > Total control over your maintenance costs for 5 years

Different Service levels can be available in your country – please check with your local sales office.

## UPS Rental

- UPS shipped in 4 hours
- UPS commissioning
- Hot-line technical support
- Maintenance contract coverage
- UPS decommissioning and removal
- Return transport



APPLI 789 B

### Benefits

For guaranteed high quality, uninterrupted electrical energy - where and when you need it most - Socomec UPS rental is the ideal short-term critical power solution for rapid response deployment.

## LINK-UPS remote monitoring

- LINK-UPS provides a permanent connection between any Socomec installed UPS and the nearest Socomec Service Centre.
- Automatic anomaly detection
- Proactive remote diagnostics
- Optimised troubleshooting
- Regular analysis reports



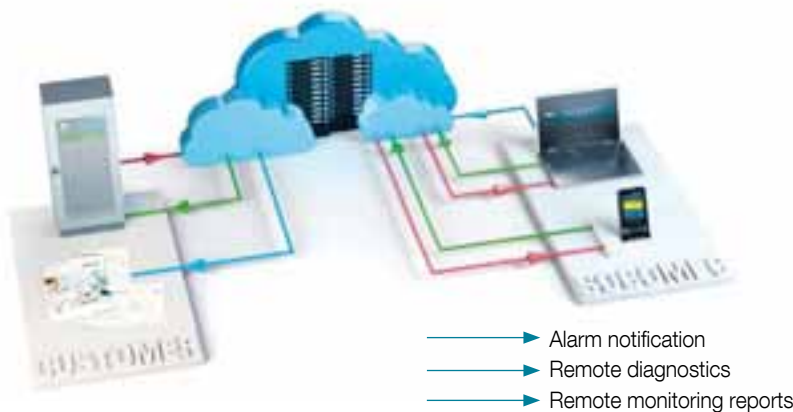
APPLI 581 A

### Benefits

For guaranteed high quality, uninterrupted electrical energy - where and when you need it most - Socomec UPS rental is the ideal short-term critical power solution for rapid response deployment.

### LINK-UPS report

LINK-UPS keeps you updated about the operating status of your UPS, providing you with regular reports and technical recommendations for improving the quality of your system.



## Replacement of consumables

- Original fans and capacitors
- Fast delivery
- Knowledgeable technical support
- Safe and certified replacement procedure



APPLI 572 A

### Benefits

- > Continuous monitoring of your equipment's performance
- > Problem prevention
- > Reduced Mean Time to Repair
- > Increases system availability
- > Saves downtime costs

## Battery care

Advanced operations performed per single block:

- Impedance Test
- Temperature Measurement
- Thermal Image
- Voltage Measurement during discharge
- Torque settings (blocks in rack only)
- 24/7 remote watching by a specific Battery monitoring system



COUV 187 A

### Benefits

- > Maintains the battery back-up time
- > Avoids risk of UPS downtime
- > Optimises battery investment

Different Service levels can be available in your country - please check with your local sales office.



# Prevention and service operations

Service overview

## Inspection and testing visit for transfer switches

- Manufacturer seal of approval
- Latest firmware updates
- Complete report including technical recommendations
- Certificate of conformity



APPUL 759 A

### Benefits

- > All critical points will be secured and under control
- > Reduced risk of potential faults going undetected
- > Costly downtime and the risk of operating losses are cut

## Multibrand

- Maintenance plan optimised
- Unique call center for emergency calls
- Global analysis report of the installed base



DEFYS 101 A

### Benefits

- > Optimises all maintenance planning
- > Centralises the emergency technical call-out services
- > Advice on site's critical power issues and potential areas of risk / vulnerability
- > Reduces operating costs

# Measurement and analysis

## Power quality audit

Comprehensive Analysis of:

- Voltage drop
- Reduction of power factor
- Unbalanced three-phase load
- Harmonic distortion
- Transient current
- Neutral and ground plan
- Electromagnetic compatibility



APPUL 731 A

### Benefits

- > Identification of disjunctions and dysfunctions
- > Optimised operational efficiency
- > Extended service life of equipment
- > Improved reliability of the system

## Thermal imaging

- Complete infra-red check-up of low voltage installation
- Wide range of components analysed
- Identification of malfunctions impossible through simple visual inspection



COUV 142 A

### Benefits

- > Increased equipment availability and reliability
- > Reduced downtime costs
- > Optimised service lifetime of equipment
- > Reliable estimation of expected remaining service life of consumables
- > Increased MTBF (Mean Time Between Failures)

Different Service levels can be available in your country – please check with your local sales office.

## Electrical measurement plan

- Audit of customer energy efficiency needs
- Integration and checking of each measurement point
- Commissioning of the solution
- Software customisation based on requests
- Several levels of training modules
- Maintenance and software upgrades



APPLI 541 A

### Benefits

- > A secured installation of your energy efficiency solution
- > The guarantee of a complete system (product + software) that is immediately operational
- > An adapted solution based on your requirements
- > A reliable installation to optimise your energy consumption
- > Controlled and predictable cost savings

## Reactive power compensation

- Environment audit
- Measurement campaigns
- Dimensioning of the installation
- Simulation of new system integration
- Detailed customer report with recommendations
- Commissioning of new equipment



APPLI 482 A

### Benefits

- > Improves system power factor
- > Avoids penalty charges from utilities for excessive consumption of reactive power
- > Improves voltage regulation in the network and equipment efficiency
- > Increases power availability

## Insulation control\*

- Commissioning of your ISOM solution
- Training on insulated IT earthing networks
- Regular control of your insulation
- Insulation fault detection



APPLI 241 A

### Benefits

- > Secured and reliable network
- > Optimal continuity of service
- > Manufacturer support during the entire lifecycle

## Calibration control\*

- Environment study
- Measurement campaigns
- Detailed customer report with recommendations
- Manufacturer certification
- Curative actions
  - Cabling modifications
  - Re-parameterisation of the measurement point
- Communication testing
- Measurement point replacement



APPLI 527 A

### Benefits

- > Accurate measurement
- > A wide range of measurement stations expertly covered by Socomec
- > Full compliance with ISO 50001

\* Service available only for France.

Different Service levels can be available in your country – please check with your local sales office.



# Optimisation

Service overview

## Continuous improvement approach

- In-depth analysis of operating conditions and usage of your installation
- Dedicated report with a summary of all operations performed
- Periodic meetings with our experts
- Key recommendations for improvement



SYDIN 248 A

### Benefits

- > Optimisation of system and solutions based on environment conditions and operational constraints
- > System reliability, efficiency and safety
- > Resource and cost optimisation during the entire lifecycle

## End-of-life management

- Technical & economic analysis
- Support for planning the safe removal and disposal of old products
- Recycling of batteries
- Environmental standards adoption of (ISO 14001, WEEE, etc.)



SYDIN 249 A

### Benefits

- > Certified eco-friendly processes for hardware disposal, refurbishment & recycling
- > Cost optimisation
- > One point of contact during the entire lifecycle

## Product renewal

- Special price conditions
- Full consultancy and support on product refurbishment
- Risk-free procedures during the entire replacement operation



SYDIN 247 A

### Benefits

- > Reduced risk of downtime
- > Cutting-edge technology, always
- > Cost optimisation

Different Service levels can be available in your country – please check with your local sales office.



# Consultancy, deployment and training

## Project consultancy

- Audits of preliminary installations
- Functional analysis of your solution
- Recommendations for implementation
- On-site commissioning and tests
- Tracking system implemented in the first weeks of operation



CORPO 155 A

### Benefits

- > All-in-one solution
- > Single point of contact
- > Manufacturer expertise
- > Better time to market

## Commissioning & on-site test

- Work environment inspection
- Electrical installation check (isolator switch, cabling, circuit breakers etc.)
- UPS internal and external check
- System power on and set up
- Operating test
- Load bank test (on request)



APPLI 531 A

### Benefits

- > Commissioning performed with the best working standards
- > Compatibility with your work environment
- > Compliance with the various installation standards

## Technical training

- Hands-on training
- Either in Socomec factories or at customer's site
- Open discussions and participants' feedback
- Many types of configurations covered
- Real-case simulations based on customer's actual installation
- Experienced "field engineer" trainers



CORPO 270 A

### Benefits

- > Autonomy to manage routine operations
- > Alarm procedures
- > Safer operation and maintenance
- > Always up to date with latest technologies

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