

# Maintenance & Professional Services

2016  
/  
2017



PREVENTION  
AND SERVICE  
OPERATIONS

MEASUREMENT  
AND ANALYSIS

UNDERSTANDING  
EXPERTISE  
PROXIMITY  
ADAPTATION

CONSULTANCY,  
DEPLOYMENT  
AND TRAINING

OPTIMIZATION

# Contents



Corporate presentation .....	p. 4
<b>Prevention and service operations</b>	
	
Preventive maintenance.....	p. 8
Emergency service 24/7 .....	p. 9
Maintenance service packages.....	p. 10
Packages for UPS Standard.....	p. 11
Packages for UPS Modular.....	p. 12
Package for UPS in data centres .....	p. 14
UPS Rental.....	p. 15
Link-UPS remote monitoring.....	p. 16
Replacement of consumables.....	p. 18
Battery care.....	p. 19
Inspection and testing visit.....	p. 20
Multibrand .....	p. 21
<b>Measurement and analysis</b>	
	
Power quality audit .....	p. 22
Thermal imaging.....	p. 23
Electrical measurement plan .....	p. 24
Reactive power compensation.....	p. 25
Insulation control .....	p. 26
Calibration control .....	p. 27
<b>Optimisation</b>	
	
Continuous improvement approach.....	p. 28
End-of-life management .....	p. 29
Product renewal .....	p. 30
<b>Consultancy, deployment and training</b>	
	
Project consultancy .....	p. 31
Commissioning & on-site test .....	p. 32
Technical training .....	p. 33

# An independent manufacturer

The benefit of a specialist

**3,500 m<sup>2</sup>**  
of test platforms

One of the leading independent power testing labs in Europe

**50,000**  
on-site interventions per year

Nearly 400 experts in commissioning, technical audit, consultancy and maintenance

**10 %**  
of turnover invested in R&D

Always at the cutting-edge of technology for innovative, high-quality products



# SO innovative!

Since its foundation more than 90 years ago, SOCOMEC continues to design and manufacture its core products in Europe. Notably solutions for its primary mission: the availability, control and safety of low voltage electrical networks.

As an independent manufacturer, the Group is committed to constant innovation to improve the energy performance of electrical installations in infrastructures as well as industrial and commercial sites.

Throughout its history, SOCOMEC has constantly anticipated market changes by developing cutting-edge technologies, providing solutions that are adapted to customer requirements and fully in keeping with international standards.

"Optimising the performance of your system throughout its life cycle" - this is the commitment carried out every day by the SOCOMEC teams around the world, wherever your business is located.



# Four key applications: the know-how of a specialist



## Critical Power

**Ensuring the availability of high-quality power for critical applications.**

Thanks to the company's wide range of continuously evolving products, solutions and services, SOCOMEC are experts in the three essential technologies that can ensure the high availability of supply to critical facilities and buildings i.e.:

- uninterruptible power supplies (UPS) that provide high-quality power and reduce

distortion and interruptions to the mains supply due to their power storage backup,

- changeover of high availability sources to transfer supply to an operational backup source,
- continuous monitoring of installation facilities to prevent failures and reduce operating losses.



© Datadock



## Power Control & Safety

**Managing power and protecting individuals and property.**

SOCOMECS expertise in this domain is unquestionable; the company is an undisputed leader in power switching and changeover functions, and has been a specialist manufacturer of electrical equipment since 1922. The company has long defended the benefits of fuse protection for individuals and

property, and has become a major player in cutting-edge technology such as the monitoring and detection of insulation defects. SOCOMEC guarantees solutions and services which are both relevant and efficient.



APPLI 575A



## Solar Power

**Guaranteeing the safety and durability of photovoltaic (PV) facilities.**

As experts in the solar energy equipment field, SOCOMEC has all the specialist know-how for implementing key strategic functions in on-grid and off-grid PV facilities, including:

- safety, through specially designed switch disconnectors to cut the DC current generated by solar panels regardless of the facility configuration and operating conditions,
- the reliability of DC facilities thanks to solutions preventing the degradation

of insulation and electric arc failure in DC current,

- control of very high-efficiency energy conversion, via PV inverters, to transform all energy generated by the solar panels into power to be consumed locally or re-injected into the national grid,
- PV production and energy storage solutions for on-grid and off-grid applications.



COIRFO 413 A



## Energy Efficiency

**Improving building and facility energy efficiency.**

SOCOMECS solutions, ranging from sensors to the wide choice of innovative, modular software packages, are driven by experts in energy efficiency. They meet the essential requirements of managers or operators of tertiary, industrial or local authority buildings, and make it possible to:

- measure power consumption, identify sources of excess consumption, and raise occupant awareness,

- limit reactive energy and prevent associated tariff penalties,
- use the best tariffs, check supplier invoicing and accurately distribute energy bills amongst consumer entities.



APPLI 571A

# Maintenance and professional services

50 years manufacturer experience of Critical Power care

Our expertise is dedicated to optimising the performance of your low voltage equipment during its life cycle.



APPLI 560 A

## The expertise of a single design, manufacture and maintenance supplier

Since 1968, Socomec has been developing products and services which are geared towards the quality and continuity of your high quality energy.

## Specialists at your service

Our Services team comprises qualified engineers whose mission is to guarantee the correct operation of your UPS system(s).

We offer a comprehensive support service package which gives you complete peace of mind: commissioning, on-site testing, certified preventive maintenance visits, 24-hour call out and rapid on-site repairs, genuine (original) spare parts, power quality and energy efficiency audits, consultancy, design and implementation of installation modifications and updates, etc.

Our Services team is the most reliable partner to advise you on the maintenance of Socomec equipment and to resolve any problems in accordance with current environmental standards and procedures.

## The availability of original spare parts

The various original parts and components that we stock guarantee that any faulty equipment can be rapidly brought back online, whilst maintaining its original performance and reliability.

## Respect for the environment

As a manufacturer, we are committed to protecting the environment and actively participate in the development of legislation and standards related to this issue.

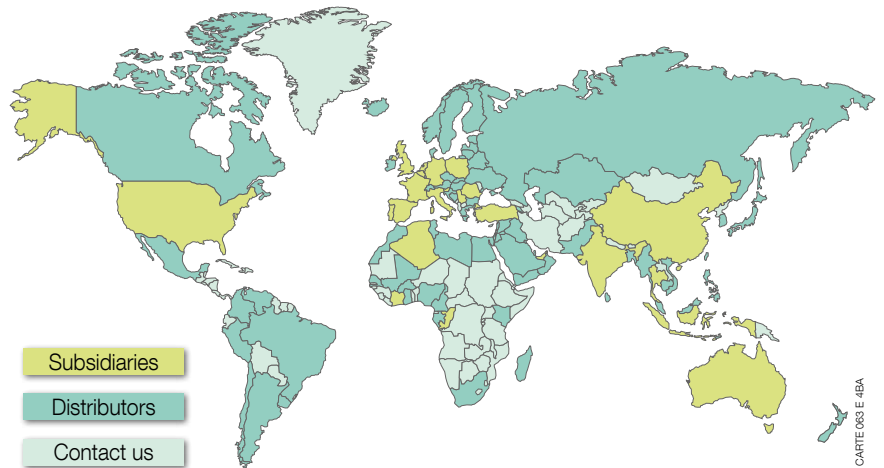
This guarantees that we will always respond to the demands of legislation concerning the disposal of used components and respect recycling procedures.

## 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.



## On-site service management

- 55,000 service operations per year (mainly preventive visits).
- 98% Service Level Agreement compliance rate.



## Technical hotline network

- 20+ languages spoken.
- 3 advanced technical support centres.
- 90,000+ incoming calls handled per year.



## Certified expertise

- 3,500 hours of technical training deployed per year (product, methodology and safety).





# Preventive maintenance

Improving reliability and durability of your Critical Power equipment

Prevention and service operations

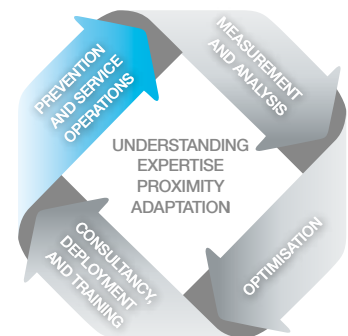


APPLI 724 A

The service life of the UPS depends on various factors such as load specifications (percentage, linearity and variability) and the operating environment (temperature, humidity, level of pollution).

To keep the UPS running at maximum levels of efficiency and to avoid system downtime with possible risks and damage to loads, it is important to have the manufacturer's expertise to perform regular preventive maintenance.

This is the best way to ensure the reliability of your equipment over time and the most cost-effective solution to keep the Total Cost of Ownership under control.



## Key points

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

## Benefits

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





# Emergency service 24/7

Guaranteed response to all unforeseen events

Prevention and service operations

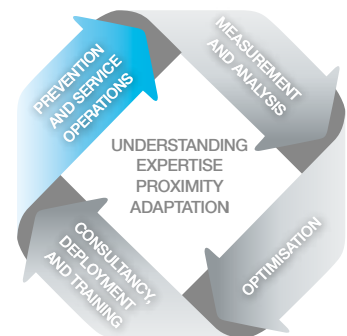


SITE 598/A

The response time is vital for business continuity and to limit as much as possible any downtime in case of a severe system anomaly.

It is therefore essential to have the expertise of a maintenance supplier who fully understands your equipment and knows your working environment and who can respond to emergencies within a time guaranteed by a bespoke Service Level Agreement (SLA).

Proximity and emergency service carried out by the manufacturer are the best guarantees for fast troubleshooting and real problem solving.



## Key points

- > Specialist team of engineers on call 24/7
- > Technical expertise on-site within 4 hours\* guaranteed
- > Remote monitoring and proactive troubleshooting
- > Corrective maintenance with original spare parts
- > 24/7 spare part stock availability with high priority shipment

*\* Please check the service coverage in your area.*

## Benefits

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



# Maintenance service packages

A broad range of solutions to suit all your needs





Prevention and service operations



APPLI 707 A

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

A variety of packages suitable for users of UPS Standard, UPS modular, UPS in data centres and changeover switches has been developed to cover all needs ; from a simple combined service, to a fully-inclusive package that includes the cost of labour and spare parts and delivers the quickest response time to site.

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

## 3-YEAR MAINTENANCE CONTRACT (WARRANTY INCLUSIVE)

new

After commissioning, critical applications may require special maintenance services and committed Service Level Agreements, even during the warranty period as the standard warranty may not achieve the required level of SLA.

To meet these needs, the Maintenance service packages can include the "3-year Warranty Inclusive" option, giving you all the maintenance package benefits from the commissioning, and at a special rate in recognition of your loyalty.

A further advantage: the same rate will be applied for the following 3-years renewal period.



# Maintenance service packages

For your standard Critical Power equipment

Prevention and service operations



APPLI 628 A

Silver, Gold, Platinum and Platinum+ are the Maintenance service packages suitable for standard UPS. 50 years of manufacturer's experience is at your disposal to provide you with a comprehensive support package which affords you complete peace of mind.

SERVICE DESCRIPTION	SILVER	GOLD	PLATINUM	PLATINUM+
1 Annual Preventive Maintenance Visit	•	•	•	•
Battery Check	•	•	•	•
Labour & Mileage for corrective maintenance		•	•	•
Original spare parts			•	•
Hot-line availability	•	•	•	•
Emergency hot-line 24 / 7	o	o	o	•
Response Time to Site within Next working day	•	•	•	
Response Time to Site within 6h*	o	o	o	•
Response Time to Site within 4h*	o	o	o	o
Preventive Replacement of Consumables (fans and capacitors, excluding batteries)	o	o	o	o
UPS Remote Monitoring (LINK-UPS)	o	o	o	o
Remote check-up + Proactive troubleshooting + Report				
Additional Preventive Maintenance Visit	o	o	o	o
Out of hours preventive maintenance visit during night, week-end, bank holidays	o	o	o	o
Thermal Imaging	o	o	o	o
Power Quality audit	o	o	o	o
3-year Warranty inclusive	o	o	o	o
Changeover switches Inspection Visit	o	o	o	o

\* Please check the service coverage in your area.

•: Included.  
o: Optional.



# Maintenance service packages

For your modular Critical Power equipment

Prevention and service operations

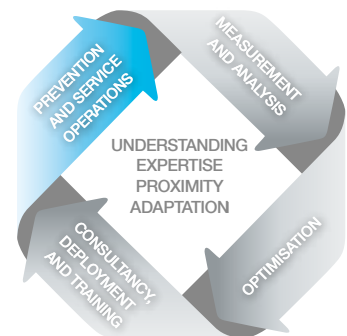
new



APPLI 718 A

IT and facility managers, having chosen a modular UPS system to protect their critical applications, are looking for extra services from the manufacturer to optimise their investment throughout the lifecycle of the product.

With REGULAR, PREMIUM and EVOLUTION PACK, Socomec offers unique maintenance packages to take full advantage of the modular architecture of the UPS system: fast upgrading, cost predictability and no more "end-of-life criticality".



## Evolution pack summary

Evolution Pack delivers the most comprehensive service guarantee:

- > 5-year, fully inclusive package,
- > Permanent access to the latest technology,
- > Periodic upgrades with complete module replacement,
- > Continuous system care and monitoring based on specific usage conditions.

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.



# Maintenance service packages

For your Critical Power modular equipment

SERVICE DESCRIPTION	REGULAR	PREMIUM	EVOLUTION PACK 5 years
<b>1</b> UPS Remote Monitoring (LINK-UPS) Remote check-up + Proactive troubleshooting + Report	•	•	•
<b>2</b> Module shipment within 3 working days	•		
Module hot-swap on-site within Next Working day		•	
Module hot-swap on-site within 6h*			•
<b>3</b> 1 complete module replacement per 5-year period			•
1 Annual Preventive Maintenance Visit	•	•	•
Battery Check	•	•	•
Labour & Mileage for corrective maintenance		•	•
Original spare parts		•	•
Hot-line availability	•	•	•
Emergency hot-line 24 / 7	o	o	•
Response Time to Site within Next working day	o	•	
Response Time to Site within 6h*	o	o	•
Response Time to Site within 4h*	o	o	o
Preventive Replacement of Consumables (fans and capacitors, excluding batteries)	o	•	•
Additional Preventive Maintenance Visit	o	o	o
Out of hours preventive maintenance visit during night, week-end, bank holidays	o	o	o
Thermal Imaging	o	o	o
Power Quality audit	o	o	o
3-year Warranty inclusive	o	o	

\* Please check the service coverage in your area.

•: included.  
o: optional.

## New service features & key benefits

### 1 Remote monitoring LINK-UPS

- Alarm notification to the nearest Socomec Service Centre.
- Remote diagnostic and troubleshooting.
- Periodic analysis reports.

### 2 Smart module management

- Fast hot-swap replacement.
- Load fully protected during maintenance.

### 3 Full power system upgrade

- Periodic renewal, with complete module replacement using the latest technology.



Maximum operational uptime



Repair time guaranteed



Up-to-date technology... anytime!



# Maintenance service packages

PRISM for your Critical Power equipment in data centres

Prevention and service operations

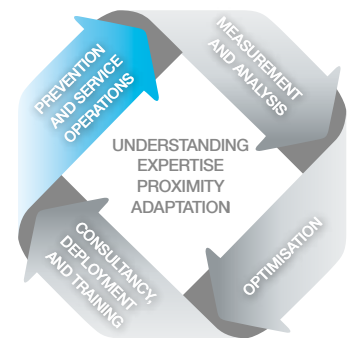


COUJ 266 A

Every data centre is unique with its own power requirements and site constraints. In addition, data centre managers are very aware of issues relating to resource optimisation.

It is therefore essential that maintenance services are tailored to site conditions, ensuring the maximum level of protection and able to offer real control over maintenance costs.

PRISM Availability services is the maintenance package proposed by Socomec for ensuring Critical Business continuity 24/7 and protecting your investment.



## Key points

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



## Benefits

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



# UPS Rental

All-inclusive solution for immediate Critical Power needs

Prevention and service operations

new



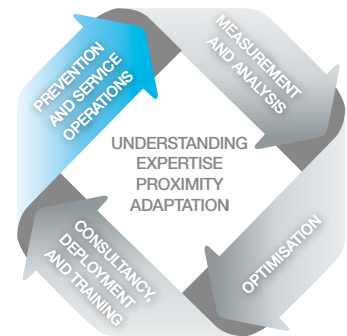
SITE 789A

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.

**Immediate UPS availability:** over 200 standard UPS across all power ranges (from 1 to 500kVA) are in-stock, ready to be fast-tracked to your site.

**Flexible rental options:** because every situation is unique, Socomec offers a flexible approach to rental periods, from just one week up to several months and beyond - with easy extension options.

**All-Inclusive solution:** as the industry experts, Socomec will take care of all aspects of the UPS shipping, commissioning and maintenance - right through to removal and return transportation - making deployment quick and easy.



## Key points

- > UPS shipped in 4 hours
- > Transport to customer site
- > UPS commissioning
- > Hot-line technical support
- > Next working day repair service
- > UPS decommissioning and removal
- > Return transport

## Benefits

- > First choice: rapid identification of the optimum solution for your unique requirements
- > Fast: express shipment within a 4-hour window
- > Flexible: rental periods available upwards of just 1 week, with easy extension options
- > Safe: manufacturer standards guarantee compliance and technical performance
- > Cost effective: rental fees are tax deductible as operating expenses\*

\* According to local tax legislation.



# Link-UPS remote monitoring

Socomec 24/7 monitoring of your Critical Power

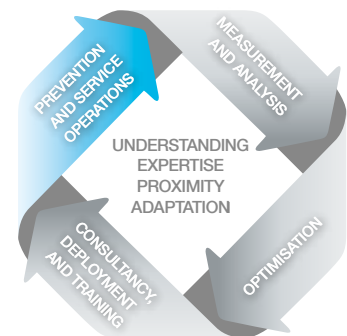
Prevention and service operations



APPLI 681 A

LINK-UPS is the new Socomec remote monitoring service designed to provide IT and Facility Managers with 24/7 support to ensure the ongoing performance, efficiency and safety of their critical infrastructure and avoid costly downtime.

LINK-UPS provides a permanent connection between the internal monitoring system of any Socomec installed UPS and the nearest Socomec Service Centre.



## Key points

- > Automatic anomaly detection
- > Proactive diagnostics
- > Optimised troubleshooting

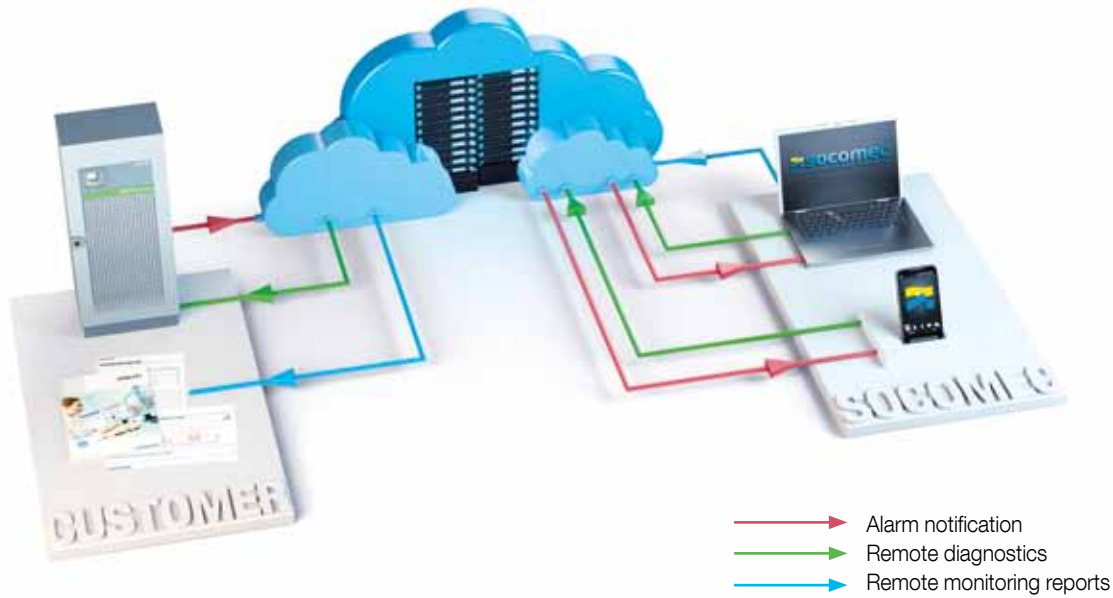
## Benefits

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



# Link-UPS remote monitoring

Socomec 24/7 monitoring of your Critical Power



SYD1V 146 A

If an anomaly occurs in your UPS, the system will automatically notify the nearest Socomec Service Centre. A specialist Service Centre engineer will carry out a diagnostic check by remotely accessing the parameter dashboard and perform the most appropriate corrective action.

## 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

Ensuring the continued reliability of your Critical Power equipment during its lifetime

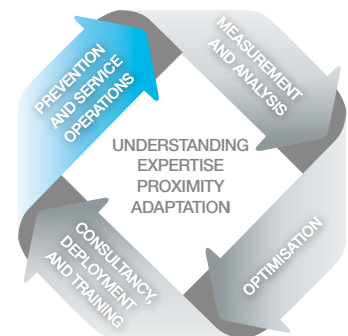
Prevention and service operations



APPL1572\_A

The components of each UPS system are designed to operate reliably during the product's normal life cycle, in the electrical environments and environmental conditions stated in the installation and operating manual.

To reduce the impact of ageing on your system, which could affect the efficiency and availability of the installation, it is vital to carry out a periodic preventive replacement of parts subject to wear and tear such as fans and capacitors.



## Key points

- > Preventive replacement of consumables
- > Original spare parts

## Benefits

- > Prevents UPS instability and malfunctions
- > Avoids risk of system breakdown
- > Saves downtime costs



# Battery care

Ensuring the availability of backup time during battery lifetime

Prevention and service operations



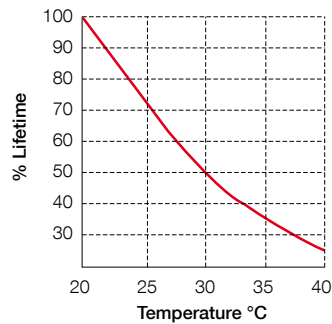
COUW 187 A

Batteries are a key element of UPS systems. Their efficiency and availability are important for preventing load downtime, but at the same time batteries are the most vulnerable and failure-prone component of such systems.

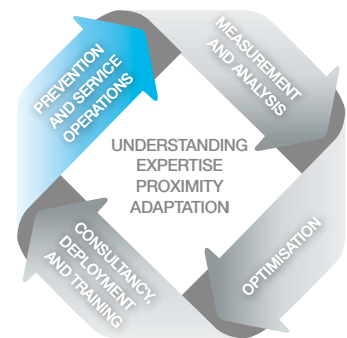
Therefore, continuous battery monitoring, adequate maintenance and periodic preventive replacement are essential to guarantee continuity of operations.

Main factors reducing battery lifecycle:

- high temperatures,
- frequent number of cycles,
- discharge too deep,
- recharging with high voltage,
- lack of regular maintenance.



Source Eurobat



## Key points

- > Battery check during preventive visit
- > Periodic preventive replacement based on manufacturer expertise
- > Battery monitoring

## Benefits

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



# Inspection and testing visit

For the care of your changeover switches

Prevention and service operations

new

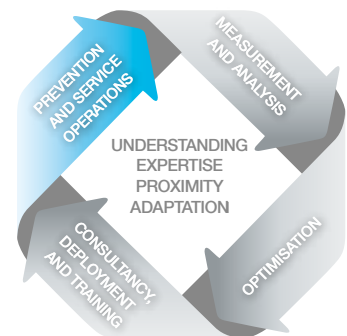


APPLI 759 A

Because of the critical nature of many applications coupled with the rigorous demands of insurers and other bodies concerned with building safety, some organisations may benefit from the reassurance of a routine inspection of their changeover switches by the manufacturer.

The Inspection and Testing Visit comprises an annual site visit by a qualified Socomec engineer, which certifies that each changeover switch is functioning correctly.

After each inspection and testing procedure the engineer will provide a detailed report and certificate of conformity.



## Key points

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

## 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

A single partner for all your Critical Power installed base

Prevention and service operations

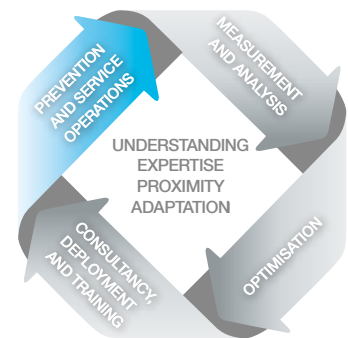


DEFYS 101 A

Some critical power facilities operate with an installed base fragmented by various items of equipment made by different manufacturers.

That's why it is increasingly important (and more efficient) to have all maintenance operations handled by a single reliable service provider.

For all your multibrand equipment Socomec can ensure the Service Level Agreement required, centralise maintenance scheduling and deploy emergency back-up services in case of urgency.



## Key points

- > Expertise & easy management of all maintenance planning
- > A single point of contact for all sites and all eligible equipment
- > Full audit of all equipment on site with consolidated report detailing recommended approach for maintenance

## 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



# Power quality audit

Optimising the reliability, efficiency and safety of your high quality power supply

Measurement and analysis

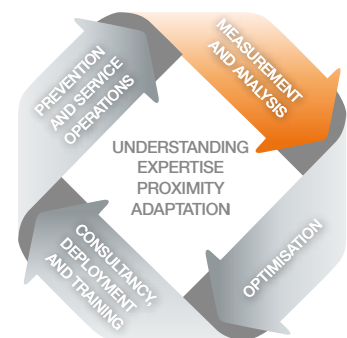


APPLI 731 A

The Power Quality Audit (PQA), is a service offered by Socomec that checks the reliability, efficiency and safety of an organisation's electrical system.

The PQA uses network analysers, instruments specially designed to detect faults and deteriorations and record parameters and information that may be of use in locating the causes of electrical disturbance.

The data is collected and analysed by Socomec engineers, who can then diagnose the problems and suggest the most appropriate solutions.



## Key points

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

## Benefits

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



# Thermal imaging

High resolution analysis for predictive maintenance

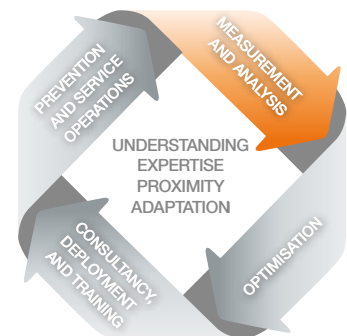
Measurement and analysis



COUV 142 A

Socomec's Thermal Imaging service involves checking the components of your electrical installation using special infrared equipment.

Infrared cameras are used to detect and photograph infrared radiations produced by warm objects, thus enabling an object's temperature to be analysed in a non-invasive way and with a high level of precision. In this way it is possible to perform a preventive diagnosis of breakdown risks by analysing the temperature of components including transformers, electrical switchboards, power factor correction systems, distribution cables, protection devices, isolators, UPS, converters, and batteries, etc.



## Key points

- > Complete check-up of your low voltage installation
- > Wide range of components can be analysed
- > Identification of malfunctions that would not be possible through simple visual inspection

## 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)



# Electrical measurement plan

## Monitoring and optimising your electrical consumption

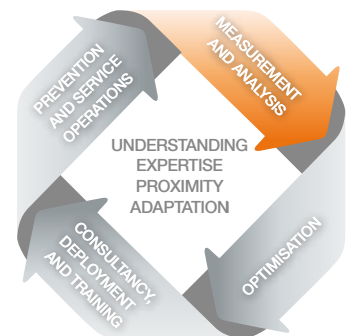
Measurement and analysis



APPLI 541 A

Socomec service experts can perform a complete 'energy efficiency' diagnosis of your electrical installation, and so identify the appropriate measurement points essential to achieving your goals.

Once done Socomec teams will help you set up the measurement instrumentation and software and also provide you with all the support services necessary to maintain your system during its entire lifecycle.



### Key points

- > Audit of your energy efficiency needs
- > Integration and checking of each measurement point
- > Commissioning of the solution (hardware + software)
- > Software customisation based on your requests
- > Several levels of training modules (user training, advanced training, in-house and intercompany trainings)
- > Maintenance and software upgrades

### 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

## Audit and improvement of your site's Power Factor

Measurement and analysis

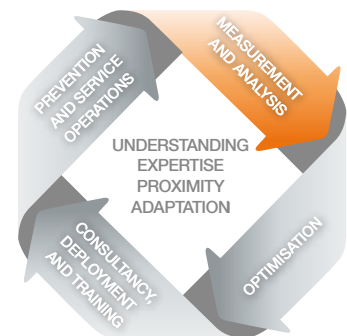


APPLI 486 A

Reactive power compensation is an important element for reducing the electricity bill and improving the quality of the electrical network.

It is important to clearly define reactive power, where it comes from and its effects in electrical networks. Potentially any electrical load (transformer, motor, lighting, etc.) using alternating current brings into play two forms of energy: active power and reactive power.

Socomec experts are trained to perform the necessary procedures during the whole lifecycle of your electrical installation, from audit to dimensioning and commissioning of the equipment that will optimise reactive power compensation.



### Key points

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

### 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\*

Earth fault detection for your IT systems

Measurement and analysis

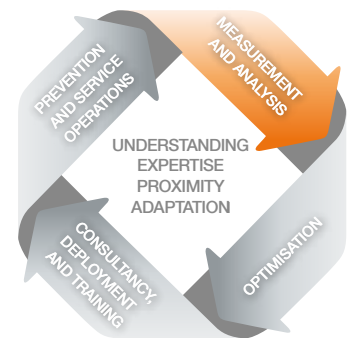


APPLI 241 A

An earth fault, caused by an insulation loss between a live conductor and an exposed conductive part may cause damage to the electrical installation and can pose a serious risk of electrical shocks.

For this reason Socomec has developed services upstream of IT insulation products to help customers benefit from our recognised experience in different business sectors: distribution networks, remote-control industries, medical IT load, etc.

Socomec provides you with support from audit through to commissioning and maintenance of insulation monitoring (ISOM) equipment.



## Key points

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

## Benefits

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

\* Service available only for France.



# Calibration control\*

Accurate regulation of your site metering equipment

Measurement and analysis

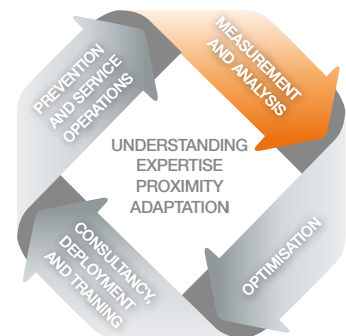
new



APPLI 627 A

The ISO 50001 standard stipulates that organisations must define and periodically review their measurement needs and ensure that the equipment used in monitoring and measurement of key characteristics provide data which are accurate, reliable and repeatable.

The aim of Socomec's calibration control service is to identify the accuracy of the electrical measurements of the site metering equipment. Socomec therefore ensures that the collected data used by the customer is trustworthy.



## Key points

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

## Benefits

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

\* Service available only for France.



# Continuous improvement approach

Proactive advice for your system integrity over the years

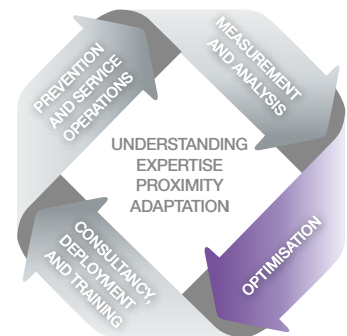
Optimisation



SYDN\_248\_A

Upon request every year our specialist engineers will draw up a complete report with the summary of all activities performed by our field service engineers, including an in-depth analysis of equipment performance and key recommendations for improvement.

This will help you improve your maintenance process and so optimise your resources and costs during the entire lifecycle of your electrical installation.



## Key points

- > 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

## 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

Expert assistance to maximise the residual value of your assets

Optimisation

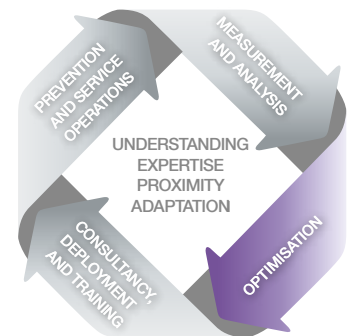


SYDN\_249\_A

End of Life (EoL), in the context of manufacturing and product lifecycles, is the final stage of a product's existence.

For product users, EoL also concerns the responsible disposal of the existing product, transitioning to a different product and ensuring that disruption will be minimal.

Socomec experts can manage all of these critical tasks in a secured and efficient way, from the diagnostic phase through to the eventual recycling phase.



## Key points

- > Technical & economic analysis
- > Support for planning the safe removal and disposal of old products (including recycling of batteries) following the applicable environmental standards (e.g. ISO 14001, WEEE, etc.)

## Benefits

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



# Product renewal

Uninterrupted transition from old to new

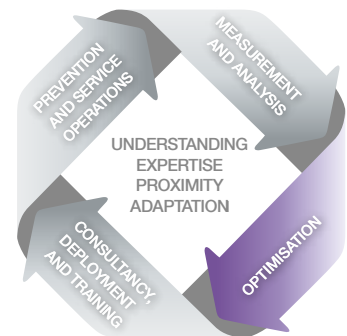
Optimisation



SYDN\_247\_A

Having a product renewal process is essential in order to support sustainable growth and to avoid or anticipate operational disturbances while always benefiting from the latest technology.

Socomec is on hand to accompany you in the evolution of your business and provide you with the best advice in order for your critical installation to benefit from a seamless transition or upgrade.



## Key points

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

## Benefits

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



# Project consultancy

From design through to operation of your system

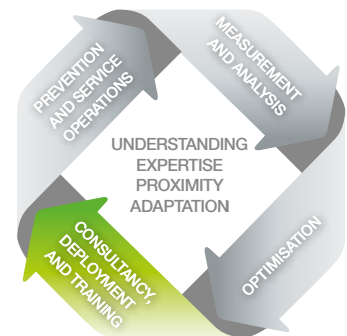
Consultancy,  
deployment and training



CORPO 185 A

Critical power projects can be challenging and may require dedicated personnel with the right level of experience and seniority to manage complexity in a quick, reliable and cost efficient way.

With its teams of highly skilled design engineers, Socomec offers its manufacturing expertise to provide a range of consultancy services to support customers to achieve their project objective. Site audit, analysis, design and implementation for reliable, safe and effective power facilities in order to fully guarantee the productivity of the customer's business... anytime and anywhere.



## Key points

- > 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

## Benefits

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



# Commissioning & on-site test

Quality procedure for the startup and handover of your system

Consultancy,  
deployment and training

APPLI 031 A



The commissioning of a UPS or other Critical Power supply systems covers start-up of the equipment, verification of its functions according to its design specifications, and to ensure that it is compatible with the customer's working environment.

Socomec performs the commissioning service within a quality process standard by ensuring that your equipment will be delivered in a safe, reliable and operational condition.

		PLACE YOUR CERTIFICATION HERE
<b>CERTIFICATION OF "SAFE AND RELIABLE INSTALLATION"</b>		
TECHNICAL SUPPORT	_____	
HOT LINE	_____	
CONTRACT No	_____	
UPS TYPE	_____	
POWER	_____	
SERIAL NUMBER	_____	
CONFIGURATION (single/parallel)	_____	
COMMISSIONING DATE (UPS)	_____	
COMMISSIONING DATE (Battery)	_____	
VALIDITY OF THE CERTIFICATE (check renewal)	_____	
<small>           SOCOMECS (www.socomec.com) declares the system has been checked and certified for high quality and availability supply and reserves the right to limit the responsibility in case the start up and the maintenance is not performed by authorised personnel*. The present certificate should be renewed on yearly basis.         </small>		
<small>           * Personnel is authorised only if trained by the manufacturer and enabled by a certificate released by the manufacturer. Only authorised personnel can issue Competence, Original spare parts, global diagnostic through appropriate tools, Update of the unit according to new releases.         </small>		

## Key points

- > 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)

## Benefits

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





# Technical training

## Certified Manufacturer Training Program

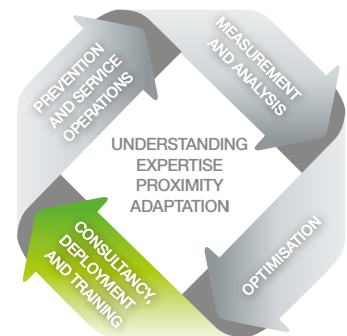
Consultancy,  
deployment and training

CORPO 270 A



Socomec specialists can help you gain the necessary skills to operate your equipment efficiently and so increase its availability.

Socomec technical training courses can take place either at your premises or in Socomec's dedicated training centre.



### Key points

- > 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-tested' trainers

### Benefits

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





To help protect the environment,  
this document has been printed on  
PEFC paper (Programme for the  
Endorsement of Forest Certification).

Model: SOCOMEC  
Production: SOCOMEC  
Photography: Martin Bernhart / Studio Objectif  
Printing: Imprimerie Centrale S.A.  
15, rue de Commerce - L-1351 Luxembourg

# Socomec worldwide

## IN EUROPE

### BELGIUM

Critical Power / Power Control & Safety /  
Energy Efficiency / Solar Power Power

Tel. +32 2 340 02 30  
Fax +32 2 346 28 99  
info.be@socomec.com

### FRANCE

Critical Power / Power Control & Safety /  
Energy Efficiency / Solar Power

Tel. +33 1 45 14 63 00  
Fax +33 1 48 67 31 12  
dcm.ups.fr@socomec.com

### GERMANY

Critical Power

Tel. +49 621 71 68 40  
Fax +49 621 71 68 444  
info.ups.de@socomec.com

Power Control & Safety / Energy Efficiency

Tel. +49 7243 65292 0  
Fax +49 7243 65292 13  
info.scp.de@socomec.com

### ITALY

Critical Power

Tel. +39 02 98 242 942  
Fax +39 02 98 240 723  
info.ups.it@socomec.com

Power Control & Safety / Energy Efficiency

Tel. +39 02 98 49 821  
Fax +39 02 98 24 33 10  
info.scp.it@socomec.com

Solar Power

Tel. +39 0444 598611  
Fax +39 0444 598627  
info.solar.it@socomec.com

### NETHERLANDS

Critical Power / Power Control & Safety /  
Energy Efficiency / Solar Power

Tel. +31 30 760 0900  
Fax +31 30 637 2166  
info.nl@socomec.com

### POLAND

Critical Power / Solar Power

Tel. +48 22 825 73 60  
Fax. +48 22 825 73 70  
info.ups.pl@socomec.com

Power Control & Safety / Energy Efficiency

Tel. +48 91 442 64 11  
Fax +48 91 442 64 19  
info.scp.pl@socomec.com

### PORTUGAL

Critical Power / Power Control & Safety /  
Energy Efficiency / Solar Power

Tel. +351 261 812 599  
Fax +351 261 812 570  
info.ups.pt@socomec.com

### ROMANIA

Critical Power / Power Control & Safety /  
Energy Efficiency / Solar Power

Tel. +40 21 319 36 88  
Fax +40 21 319 36 89  
info.ro@socomec.com

### SLOVENIA

Critical Power / Power Control & Safety /  
Energy Efficiency / Solar Power

Tel. +386 1 5807 860  
Fax +386 1 561 11 73  
info.si@socomec.com

### SPAIN

Critical Power / Power Control & Safety /  
Energy Efficiency / Solar Power

Tel. +34 93 540 75 75  
Fax +34 93 540 75 76  
info.es@socomec.com

### TURKEY

Critical Power / Power Control & Safety /  
Energy Efficiency / Solar Power

Tel. +90 216 540 71 20-21-22  
Fax +90 216 540 71 27  
info.tr@socomec.com

### UNITED KINGDOM

Critical Power

Tel. +44 1285 863 300  
Fax +44 1285 862 304  
info.uk@socomec.com

Power Control & Safety / Energy Efficiency

Tel. +44 1462 440 033  
Fax +44 1462 431 143  
info.uk@socomec.com

## IN ASIA PACIFIC

### AUSTRALIA

Critical Power / Power Control & Safety

Tel. +61 2 9325 3900  
Fax +61 2 9888 9544  
info.ups.au@socomec.com

### CHINA

Critical Power / Power Control & Safety /  
Energy Efficiency

Tel. +86 21 52 98 95 55  
Fax +86 21 62 28 34 68  
info.cn@socomec.com

### INDIA

Critical Power / Power Control & Safety /  
Energy Efficiency / Solar Power

Tel. +91 44 39215400  
Fax +91 44 39215450 & 51  
info.in@socomec.com

### SINGAPORE

Critical Power / Power Control & Safety /  
Energy Efficiency

Tel. +65 6506 7600  
Fax +65 64 58 7377  
info.sg@socomec.com

### THAILAND

Critical Power

Tel. +66 2 941 1644 7  
Fax +66 2 941 1650  
info.ups.th@socomec.com

## IN MIDDLE EAST

### UNITED ARAB EMIRATES

Critical Power / Power Control & Safety /  
Energy Efficiency / Solar Power

Tel. +971 4 29 98 441  
Fax +971 4 29 98 449  
info.ae@socomec.com

## IN AMERICA

### USA, CANADA & MEXICO

Power Control & Safety / Energy Efficiency

Tel. +1 617 245 0447  
Fax +1 617 245 0437  
info.us@socomec.com

## OTHER COUNTRIES

### NORTH AFRICA

Algeria / Morocco / Tunisia  
info.naf@socomec.com

### AFRICA

Other countries  
info.africa@socomec.com

### SOUTH EUROPE

Cyprus / Greece / Israel / Malta  
info.se@socomec.com

### SOUTH AMERICA

Tel. +34 93 540 75 75  
info.es@socomec.com

### MORE DETAILS

www.socomec.com/worldwide

## HEAD OFFICE

### SOCOMECC GROUP

SAS SOCOMECC capital 10738740 €  
R.C.S. Strasbourg B 548 500 149  
B.P. 60010 - 1, rue de Westhouse  
F-67235 Benfeld Cedex - FRANCE  
Tel. +33 3 88 57 41 41  
Fax +33 3 88 74 08 00  
info.scp.isd@socomec.com

www.socomec.com

## YOUR DISTRIBUTOR

