

*Schneider Electric Services*

Innovative Customer Support  
for Automation



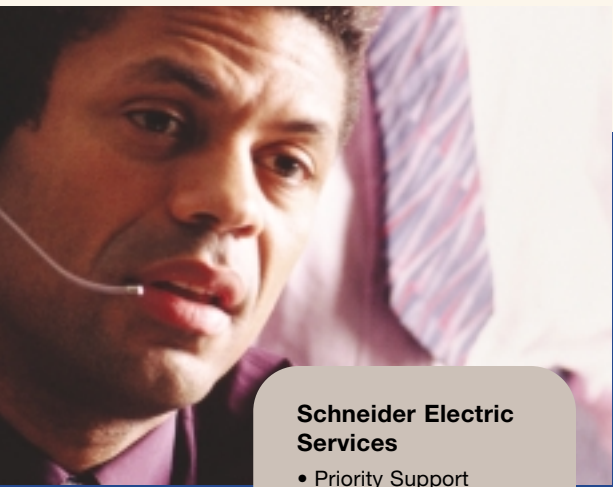
Merlin Gerin  
Square D  
Telemecanique

**Schneider**  
 **Electric**

# The New Standard for Automation Service and Support

*Your business depends on your automation processes. Operational downtime creates major problems for you and your organization resulting in lost production time, reduced productivity and decreased revenues.*

*Schneider Electric Services is dedicated to improving automation system productivity and provides a wide range of customer support services that provide the right level of expertise and resources to keep your automation processes at peak operational performance.*



## **Schneider Electric Services**

- Priority Support Programs
- Repair, Exchange and Legacy Services
- Network Services
- Automation Field Services
  - Start-Up Services
  - Annual Maintenance Service
  - Flex-Time Services
  - Technology Improvement Program
  - Extended Warranty

## **Scalable Solutions**

At Schneider Electric, we provide you with the products to make your enterprise a success, no matter if you are the smallest local manufacturer or the largest worldwide corporation. Now we are providing you with the services that will handle your requirements, allowing you to get the industry-leading industrial automation assistance you expect from Schneider Electric.

## **Flexibility and Commitment**

By offering this flexible service, we demonstrate our commitment to industrial automation that allows you to concentrate on running your business, without the worry of maintaining your automation systems and processes.

## **Supporting You and Your Investment**

Schneider Electric is now uniquely positioned in the marketplace as a premiere provider of automation solutions and services. We have structured our service offering to support our latest innovations in industrial automation, but also to ensure that our legacy products, some introduced over 30 years ago, still perform at modern performance levels. We strive to deliver the right amount of service and support to maintain your automation systems throughout your product life cycles.

## **Key Advantages of Schneider Electric Services**

### *Customer Focus*

Automation service offering that is based upon your individual automation needs and system requirements.

### *Service Flexibility*

Ability to customize individual programs that allow you to select the levels of service and support required for your automation systems.

### *Priority Response*

Available assistance 24 hours per day, 7 days per week with a guaranteed response time in as little as 15 minutes depending on the service program selected.

### *Single Source*

Industry-leading automation product and service expertise from a worldwide manufacturer for complete solutions for the life of your automation system.

## Priority Support Program Overview

### Customized Service Expertise

When the unexpected occurs, it's critical to have instant access to automation information and support. Having this readily available assistance can save you time and money. Schneider Electric Services offers various levels of automation service support packages to meet the needs of your operations.

#### Membership Privileges

- Unique User ID membership card
- Individual Web site access, your own customized site
- Special offers on upgrades
- All Support packages include:
  - Unlimited support calls
  - Unlimited users at site of contract
- Software Priority Support covers:
  - All PLC and I/O supported within the software program of choice
- Legacy & Motion Priority Support:
  - One price per site

For more details on each Priority Support package, consult pages 4-7.

	Web Site "MySupport"	Phone Support Email, Fax, Technical Questions	Software Upgrade	Current Hardware Products	Legacy Products	Motion Products
<b>Bronze Software Support (Licensed Based)</b>	Private account 24/7 operations	Monday to Friday 2 hr response time 8 am - 8 pm EST	Subscribed software download & CD	Yes		
<b>Silver Upgrade</b>	Private account 24/7 operations	Monday to Friday 30 min response time 8 am - 8 pm EST 1 hr response time 8 pm - 8 am EST	Subscribed software download & CD	Yes		
<b>Gold Upgrade</b>	Private account 24/7 operations	7 Days per week. Immediate response 8 am - 8 pm EST 15 min response time 8 pm - 8 am EST	Subscribed software download & CD	Yes		
<b>Bronze Legacy</b>	Private account 24/7 operations	Monday to Friday 2 hr response time 8 am - 8 pm EST			Yes	
<b>Silver Legacy</b>	Private account 24/7 operations	Monday to Friday 30 min response time 8 am - 8 pm EST 1 hr response time 8 pm - 8 am EST			Yes	
<b>Gold Legacy</b>	Private account 24/7 operations	7 Days per week Immediate response 8 am - 8 pm EST 15 min response time 8 pm - 8 am EST			Yes	
<b>Bronze Motion</b>	Private account 24/7 operations	Monday to Friday 2 hr response time 8 am - 8 pm EST				Yes
<b>Silver Motion</b>	Private account 24/7 operations	Monday to Friday 30 min response time 8 am - 8 pm EST 1 hr response time 8 pm - 8 am EST				Yes
<b>Gold Motion</b>	Private account 24/7 operations	7 Days per week Immediate response 8 am - 8 pm EST 15 min response time 8 pm - 8 am EST				Yes
<b>Platinum Account Liaison</b>	Private account 24/7 operations Data Storage	Monday to Friday 1 hr response time 8 am - 5 pm EST Dedicated Platinum Account Liaison		Yes	Yes	Yes

# Software Priority Support

## Key Benefits

- Priority Support
- Software Updates
- Personalized Web Site
- Unlimited Users
- One Service Contract per Site
  - Covers all hardware that can be programmed with the software of choice



Momentum I/O



Quantum



Premium

*The Schneider Electric Services Software Priority Support package provides you with quality support from experts specially trained on the Schneider Electric automation products employed throughout your enterprise. Gone are the days of waiting “on hold” only to be directed to a person who is unfamiliar with your products. The Software Support program ensures that your call will be directed to an engineer with knowledge of your installed products. This package offers one year of free software updates within the current software program, access to our private Schneider Electric Services Automation Web site and priority phone support.*

## Bronze Level Support

Enrollment in our Bronze package delivers specialized support to you in your product area. With this package, you can reach us Monday through Friday from 8 a.m. to 8 p.m. U.S. Eastern Standard Time and we guarantee a response within two hours of your call.

## Silver Upgrade Support

As normal business hours are becoming a thing of the past, the Silver package offers service support at all hours of the day, Monday through Friday. In addition, we guarantee that your call will be answered within 30 minutes of its placement from 8 a.m. to 8 p.m. EST. After 8 p.m., we guarantee that you will get a response in one hour or less.

## Gold Upgrade Support

Emergency situations can strike at anytime and for these situations we offer our Gold Support package. The Gold package provides you with support 24 hours per day, 7 days per week. Our guarantee is that you will have immediate access to an engineer from 8 a.m. to 8 p.m. EST, and can be ensured of a 15-minute response time after 8 p.m.

## Web Support

Schneider Electric Services provides you with global access through a private client Web site that can be customized to fit your needs. Simply enter your user name and password, then choose the “MyPage” or “MySupport” option. This allows you to customize your own page and view case histories and their resolutions that you, your company, or your site has submitted. You can also track the progress of more recent cases, and view up-to-the-minute industry news and manuals, partake in forums, get online and email alerts and documents about your Schneider products – a unique solution that is not available anywhere else!

## Software Upgrades

This comprehensive package provides you with free upgrades for your subscribed software for a one-year time period. Software updates can be either downloaded from the Schneider Electric Automation Services Web site or sent to you via mail on CD-ROM.

## Alternative/Customized Support Packages

Our service packages are designed to fit your business model. Please inquire about our other support packages, which provide additional coverage and flexibility.

## Legacy Priority Support

### Legacy Products Covered

- Modicon PLC & I/O 084, 184, 384, 484, 584, 684, 884, 984, Micro
- Telemecanique PLC and I/O TSX 47/67/87/107 TSX17
- SquareD Symax PLC and I/O
- AEG, A Series PLC and I/O
- HMI, Panelmate, Modvue, CCX

*If your product is not listed, please contact us and we can develop a solution to meet your needs.*



### Key Benefits

- Priority Support
- Personalized Web Site
- Access to Legacy Portal
- On-Site Coverage
- Unlimited Users

*Along with our commitment to continue introducing groundbreaking automation technologies year after year is our commitment to support the products that we have previously developed. Being pioneers of the automation industry for over 30 years means our products are built to last. Many customers continue to use PLCs that are three decades old. For these customers, we offer our Legacy Priority Support.*

*Our Legacy Priority Support service gives you access to engineers with decades of experience and the tools needed to answer your questions accurately and efficiently by either phone or internet. Like all Schneider Electric Service offerings, flexibility is the basis of this program, as it can be purchased on a contract or per incident basis. A one-year contract covers unlimited support calls with unlimited users on all legacy products at your site, or, if you prefer, you can pay per case, as you require support on your Schneider legacy products.*

### Legacy Bronze Support

This package offers one year of unlimited support calls on all Schneider legacy products at your site. With this package you can reach us Monday through Friday from 8 a.m. to 8 p.m. U.S. Eastern Standard Time and we guarantee a response within two hours of your call.

### Legacy Silver Support

An upgrade from our Legacy Bronze package, Legacy Silver offers service support at all hours of the day, Monday through Friday. In addition, we guarantee that your call will be answered within 30 minutes of its placement from 8 a.m. to 8 p.m. After 8 p.m., we guarantee that you will get a response in one hour or less.

### Legacy Gold Support

The Gold package provides you with support 24 hours per day, 7 days per week. Our guarantee is that you will have immediate access to an engineer from 8 a.m. to 8 p.m., and can be ensured of a 15-minute response time after 8 p.m. and on weekends.

### Web Support

All Legacy Support contracts provide you with global access through a private client Web site that can be customized to fit your needs. Simply enter your user name and password to view case histories and their resolutions that you, your company or site has submitted. You can also track the progress of more recent cases. View up-to-the-minute industry news, manuals and documents about your Schneider products – a unique solution for legacy products that is not available anywhere else!

## Motion Priority Support

*When the unexpected occurs, it's critical to have instant access to information and support. Having this readily available assistance, particularly in the field of motion, can save your organization both time and money. Schneider Electric's specialists understand the complexity of motion applications, from design layout to the commissioning and programming of axes. We offer a variety of service packages, ensuring that your individual needs are met. We believe our customers should be able to talk to a motion specialist when they need to, not just during normal business hours.*



### Key Benefits

- Priority Support
- Personalized Web Site
- Access to Motion Portal
- On-Site Coverage
- Unlimited Users

### The following list provides the products covered under the motion support program:

- Lexium and NUM Motors
- Twinline and SER Motors
- Premium Motion
- Quantum Motion
- Legacy Motion: Legacy Controllers, Cyberline Range, Gettys Motors, 3220, 3240, 410

*If your product is not listed, please contact us and we can develop a solution to meet your needs.*

### Motion Bronze Support

Bronze support ensures that your call will be directed to an engineer with knowledge of your installed motion products. This package offers one year of free motion software upgrades within your current motion software platform, access to our private Web site and unlimited phone support. You can expect a response within two hours of your call to Schneider Electric Services. We guarantee it. With this package you can reach us Monday through Friday from 8 a.m. to 8 p.m. EST.

### Motion Silver Support

As normal business hours are becoming a thing of the past, the Motion Silver offers motion support at all hours of the day, Monday through Friday. In addition, we guarantee that your call will be answered within 30 minutes of its placement from 8 a.m. to 8 p.m. EST. After 8 p.m., we guarantee that you will get a response in one hour or less.

### Motion Gold Support

Emergency situations can strike at anytime and for these situations we offer our Gold support package. The Gold package provides you with motion support 24 hours per day, 7 days per week. Our guarantee is that you will have immediate access to an engineer from 8 a.m. to 8 p.m. EST, and can be ensured of a 15-minute response time after 8 p.m.

### Web Support

Schneider Electric Services provides you with global access through a private client Web site that can be customized to fit your needs. Simply enter your name and password, then choose the "MyPage" option. This allows you to customize your screen and view case histories and their resolutions that you, your company, or site has submitted. You can also track the progress of more recent cases. View up-to-the-minute Motion industry news, manuals and documents about your Schneider products – a unique motion solution that is not available anywhere else!

## Platinum Account Liaison (PAL)

### Dedicated Technical Resource

As an upgrade option to any existing Silver or Gold level program, you can add a dedicated resource between the hours of 8 a.m. and 5 p.m. Monday through Friday. Instead of dealing with several different points of contact, you will have one designated Platinum Account Liaison (PAL) to call.

Included in Platinum service is an on-site visit where your PAL will take a look inside your enterprise by getting to know both you and your business. You will interact with your PAL directly and have the ability to contact them by pager so that you have direct access to expert assistance when you need it. Each PAL is an expert in your field and your PAL will be chosen based upon their personal knowledge of your business and how our products apply to your process needs.

### One Call Does It All

In addition to your existing Silver or Gold Priority Support, the Platinum program offers a variety of support options. You may request support via phone, email, or personal pager. Whether your call is mission-critical or not, the Platinum program delivers the best access to your PAL.

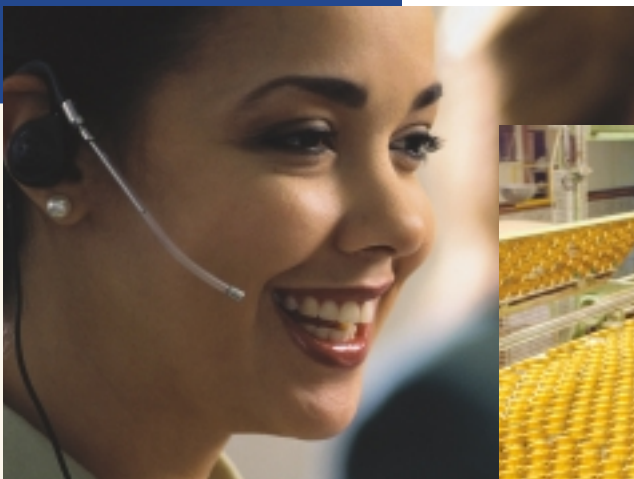
### Turn your PC into a Virtual Helpdesk

The Platinum program allows you to track problems and resolutions online, based on your personal case history. You may log on to this Web site and directly page your PAL. You can also view other cases and histories of cases with other members of your company. Access to this Web site gives you the best access to technical information on our automation products.

### Web Storage

Ten megabytes of Web storage is included in the Platinum package, which enables you to store plenty of documents safely on the site, leaving more room on your desktop or network. This space can be used for intercompany correspondence and sharing of detailed technical information that your company needs. This site can also be used for sharing information from site to site within a large corporate organization. Each user has the ability to post, edit or delete any information that is posted on their site.

# *Platinum Account Liaison* **PAL**



## Repair, Exchange and Legacy Services

### Key Benefits

- 12-Month Warranty
- Quick Turnaround Times
- Competitive Pricing
- Pre-exchange Service can Reduce Downtime
- Original Manufacturers Components Used
- Refurbished to “like-new” Condition
- Detailed Failure Analysis\* Available

\* By request

### Products Covered

Schneider Electric’s repair and exchange services cover our complete line of automation products from CPUs and I/O modules to communication devices, with support for both current and Legacy products. You can be assured that we are the most capable and equipped to repair any Schneider products, irrespective of its age, at a reasonable price, with a quick turnaround time.

#### PLC Product Lines

Modicon  
284/384/484/684  
Modicon 584  
Modicon 884  
Modicon 984  
Compact  
TSX Quantum  
TSX Momentum  
Micro  
TSX Premium  
TSX 17/47/57  
Nano

#### HMI

Factory Mate  
Panelmate  
Magelis IPC  
TC 2000

#### Motion Product Lines

3200/3220/3240  
410  
B885  
CL1000  
BMOT  
QMOT  
Lexium  
Modicon Motors

#### Networks

Remote I/O  
Modbus  
Modbus Plus  
Ethernet

### Ongoing Support for Your Automation Investment

For over 30 years, Schneider Electric has provided the most innovative automation technology to the marketplace. Our automation products have provided the fastest, most efficient control and monitoring for your manufacturing processes, and Schneider Electric provides repair and reconditioning services that maintain and upgrade these same great solutions. With proprietary knowledge of the Schneider Electric automation products, our repair and maintenance technicians can service all Legacy products as well as the latest introductions. A standard 12-month factory warranty is offered for all repairs and exchanges and our commitment to fast turnaround is industry-leading.

### Repair Centers

Schneider Electric repair centers are ISO 9001 and 14001 certified and staffed with highly skilled repair technicians accredited with the IPC-A-610 workmanship standard.

### Repair and Return

All product repairs feature Schneider Electric approved components, and each returned product from our service depot will be in optimal condition with the exact replacement parts specified. Firmware revisions are the most recent available, and your components are tested against the most current engineering specifications to recondition products to a “like-new” condition. Detailed failure analysis is additionally available upon request. Our focus is to deliver the highest quality repair at the lowest possible price.

### Exchange

Schneider Electric repair centers carry a global inventory of refurbished units to enable a quick response and delivery of replacement products, even next-day service if required. The entire product exchange process has been simplified to minimize your downtime. We will send you a completely refurbished unit with the latest design upgrade. When you receive the unit, you can then send your original product back to us after you have installed the new unit.

### Upgrade

This service allows you to upgrade your processing capabilities to take advantage of the latest technology, yet maintain the most expensive part of your system – the installed I/O. Our Upgrade program allows you to update old PLCs to the most contemporary models at a discounted price.

### Legacy Spares Support

With our long history in providing automation solutions, we understand your automation investment and can help you to maintain your existing system with spares for previous generation products. If you need spares, send us an email: [service.sales@modicon.com](mailto:service.sales@modicon.com)



## Network Services



*single-source  
network solution*

### Ensuring Reliable Communications

Network Service is a necessity for any customer who is planning to install a communications network. As a full scope supplier of Field, Enterprise, Distributed and Remote I/O networks, Schneider Electric offers customers a single-source network solution. The flexibility of our Network Installation and Certification program allows customers to select from our network design, installation, certification and ongoing maintenance service solutions to meet their individual needs.

Once Schneider Electric certifies a network cable system you will receive a written certification ensuring you have the most reliable communication network. At a minimum, all Modbus Plus, Ethernet and Remote I/O cable systems should go through this certification process. Additionally, after certification, Schneider Electric will warrant the entire network.

### Available Network Services

#### *System Design*

- Survey the site to determine the system requirements.
- Prepare topology plan.
- Perform necessary calculations to ensure the design meets or exceeds all specification requirements of the cable system.
- We will also review and verify the accuracy of a customer's own network design.

#### *Installation*

- Implementation of the topology plan.
- Procurement of necessary materials.
- Testing of cable prior to installation.
- Verify proper system grounding and termination, installation of connectors and mounting taps.

#### *Certification*

- Perform a series of tests to ensure proper operation of all network components.

- All test results are documented and become part of the topology plan.
- Provide customer with written certification that has been properly designed and installed.

#### *Maintenance*

- A Maintenance Service Agreement is available to customers which offers protection against any unanticipated problems with his cable system.

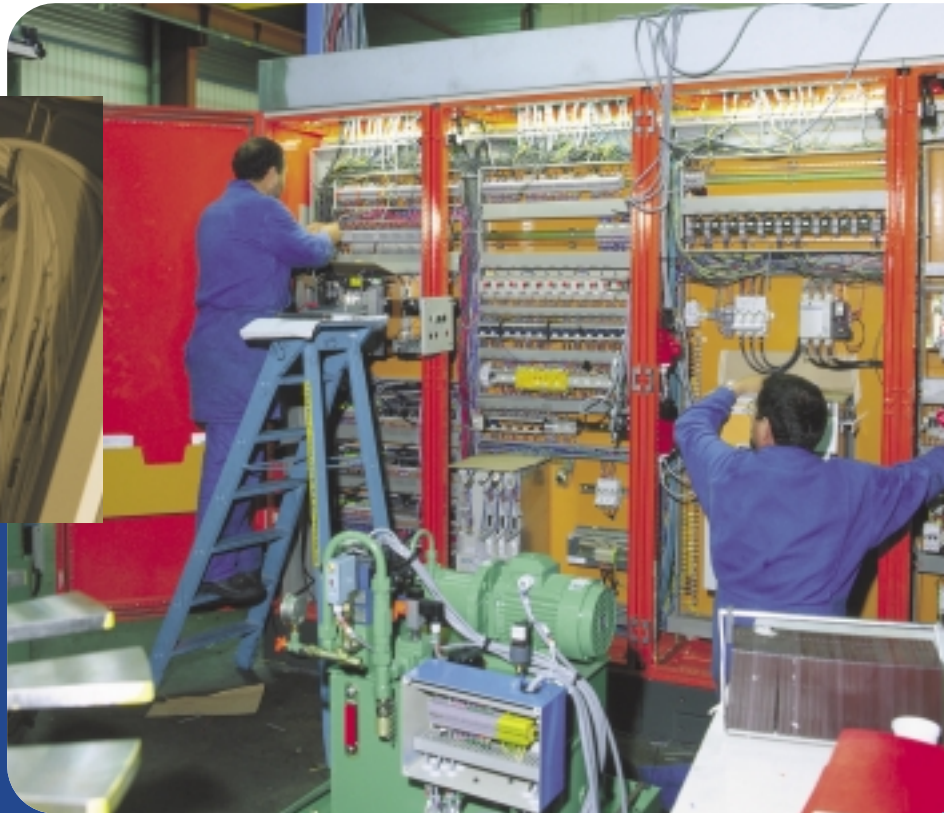


## Automation Field Services

*comprehensive  
support system*

### **Complete Life Cycle Support for Your Automation Solutions**

Our Automation Field Services provide a comprehensive support system designed to help you achieve optimal productivity from our industry-leading Modicon, Telemecanique and Square D branded automation products. All products are serviced in the United States by Schneider Electric Service technicians.



#### **Key Services**

- Electrical & Automation Equipment Retrofits
- Modifications & Upgrades
- Start-up & Testing
- Engineering & Special Services
- Emergency Services
- Preventive Maintenance
- Service Agreements
- Priority Support Agreements
- Maintenance & Repair

## Start-up Services



*ready,  
get set,  
go!*

### Ready, Get Set, Go... First Time!

Industrial Automation is an area of constantly improving technology. Along with the improvements come increased complexity of equipment and associated installation and start-up. The system installer must be completely familiar with the equipment to prevent delays in start-up, which equate to lost revenue. All Schneider Electric technicians are thoroughly trained and experienced on the latest equipment to provide expert assistance in the installation and start-up of your new system, in the shortest period of time and with the least amount of difficulties.

### Pre-Installation

Our pre-installation services are designed to help you achieve the full value of your automation investment. We can help you choose the right technologies for your project, aid in design and train your staff on programming, maintenance and user procedures.

### Start-up Support

Our start-up services are designed to keep up with the pace of the Industrial Automation Market which is constantly improving technology.

#### *Schneider Electric can provide the following installation start-up support:*

- Power-up and diagnostic checks of all Schneider Electric system components. All identified problems are corrected.
- Provide all spare parts necessary to support a successful start-up.
- Verify revision levels and appropriateness for configuration and application. Update revision level if necessary.
- Validate system mounting, routing and connection of wiring, cabinet space and airflow. Recommend improvements as necessary.
- Validate adequacy of source power transformers and secondary power. Recommend improvements as necessary.
- Inspect and certify remote I/O cabling, connectors, taps and splitters. Recommend corrections as necessary.
- Inspect remote I/O routing, clearance and terminations. Certify signal levels and distance utilizing tools such as a Time Domain Reflectometer.
- Verify system software revision levels and update as necessary.
- Certify system grounding. Recommend improvements as necessary.
- Observe loading of customer software and witness machine/process cycle. Provide support on any problems encountered.
- Provide complete start-up report with details of customer configuration, topology, serial numbers, problems encountered and changes made.

In addition, our technicians have access to our headquarter's technical support specialists and engineering personnel to obtain the fastest possible resolution to any problems that might develop.

## Maintenance Support



### **Annual Maintenance Key Service Benefits**

- Reduced expense for your in-house maintenance functions
- Financial stability – you can plan your service expense for an entire year
- Reduced administrative costs – you process only one purchase order per contract period
- Reduced downtime

### **Flex-Time Key Service Benefits**

- Reduced hourly rates
- Priority response time
- No minimum charges

### **Annual Maintenance Services – Maximum Equipment Protection**

Schneider Electric knows the importance of service support in your control equipment purchase decisions. After investing in the most reliable products available on the market, you want to be assured that if service is required, responses will be fast and thorough to maximize productivity. Understanding this, Schneider Electric has built an organization of service professionals dedicated to supporting you and your investments.

To afford you the maximum protection for your equipment, Schneider Electric offers the Maintenance Service Agreement. This program provides you the flexibility to customize the program to meet your specific needs.

### **Services Provided**

- On-call service coverage between 8 a.m. – 5 p.m. Monday-Friday
- Priority on-site service response time
- Periodic preventive maintenance visits
- Installation of field change orders
- Extended warranty-replacement parts will be provided
- Installation start-up support
- Documentation subscription service
- Software subscription service with Web site and Priority Support access
- Extended 24/7 coverage available (option at additional cost)
- Dedicated on-site service engineer (option at additional cost)

### **Flex-Time Service Agreement – Service Only When You Need It**

The flex-time service agreement guarantees a factory-trained field service engineer will be available to support your Schneider Electric industrial automation equipment whenever needed. Hours of on-site assistance are purchased up front, at a reduced rate, with no minimum service charges applied. This program has been designed to provide maximum protection at a minimum cost.

# Technology Improvement Program

## Increasing Productivity

Mature CPUs and I/Os don't have to limit your plant's productivity. The Technology Improvement Program (TIP) from Schneider Electric builds productivity improvements into your mature Modicon, Telemecanique and Symax CPU and I/O systems, making extensive use of existing hardware and wiring for a cost-effective solution.



## Why Upgrade?

Newer versions of Schneider Electric PLC, CPU and I/O systems offer more productivity-enhancing features. Schneider Electric Automation Services developed TIP to simplify access to advanced technologies, while leveraging past equipment investments. For example, TIP makes it possible to replace a mature CPU with a new CPU that has faster throughput, more economical networking and Transparent-ready technology which increases the production capacity of most manufacturing lines and enhances your support capabilities, saving you time and money. As a result of this increase in productivity, TIP usually pays for itself within a short period of time.

TIP performance and functionality improvements include the following:

- Improved throughput of the controller
- Faster scan times
- Enhanced instruction sets
- Increased memory
- Enhanced diagnostic capabilities
- Access to IEC1131-3 programming
- Access to the latest networking technologies
- Access to Transparent-ready technologies

## Advanced Performance with Less Effort

The Schneider Electric Automation "one-purchase order" solution minimizes your time and involvement and assures you of reliable, professional service. One call is all it takes to place advanced Automation capabilities within your reach. Call your Schneider Electric Automation Field Services office today for your free TIP evaluation, or call 1-888-266-8705 and we'll make the call for you!

## Program Benefits

### *Less Downtime*

- By using existing wiring instead of replacing wiring, TIP is faster to install than a replacement system.
- Trained Schneider Electric Automation Field Services Engineers provide quick installation.

### *Saves Money*

- TIP costs significantly less than a complete system replacement.

- TIP saves manufacturing costs by increasing productivity.
- TIP networking can save you valuable maintenance costs.
- Legacy rebate for the equipment in the process of replacement.
- Additional one-year warranty on all TIPs processed through Services.

- Interface leasing on selected adapters whose I/O is scheduled for replacement. Before any work begins, you'll receive a free evaluation with no obligation. A Schneider Electric Field Services Engineer will evaluate your current system and prepare a proposal at no charge to you.

## Extended Warranty



### Plan Your Expenses

Modern industrial automation and control equipment, no matter how well designed, will periodically require service. Schneider Electric is pleased to offer a program that allows you to plan and control your future repair expenses. It provides protection against escalating repair costs while improving overall product quality and reducing out-of-service time.

### Features

With the Extended Warranty Program you receive the following services:

- Certified repair utilizing only engineering approved component parts from Schneider Electric approved vendors
- Cosmetic refurbishment, including complete cleaning or painting, to bring unit to “like-new” condition
- Full system testing including priority turnaround time
- Repair and return – the time from receipt by Schneider Electric to date of shipment back to you will average 5 workdays or less
- Priority exchange service – no waiting for your unit to be repaired and returned. With this option you may request an exchange unit in lieu of returning your unit for repair
- We will send a replacement immediately in exchange for your defective unit

### Key Service Benefits

- Extended warranty agreements come in one or two year increments giving you the ability to plan equipment repair expenses for up to two years.
- The extended warranty relieves you from the necessity of processing purchase orders and associated paperwork when equipment repair is required. You process only one purchase order per contract period, reducing your administrative costs significantly.
- Coverage available for all your Schneider Electric equipment or only selected items. You choose the amount of coverage you want.

*plan and control  
future repair expenses*



## Schneider Electric – Dedication to Industrial Automation

*Schneider Electric is committed to total quality products, services and professionals. We build strong partnerships with our customers that help establish, build and maintain a competitive edge. Schneider Electric is here to support you and your company throughout your automation journey. Our business depends on your business being successful.*

### **Schneider Electric Services**

For further information on our array of automation services, please contact Schneider Electric Services at the following numbers:

*Priority Support Packages/Field Services/Network Services/TIP*

Phone: 1-888-266-8705/Email: [customer.services@modicon.com](mailto:customer.services@modicon.com)

*Repair/Exchange/Upgrade/Legacy Sales*

Phone: 1-800-468-5342/Press Option 2

*Or, contact your local Square D Sales Office or Authorized Distributor for more information regarding these comprehensive support programs.*

*quality products,  
services and  
professionals*



**Schneider Electric**

**Schneider Electric Services**

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