Industrial Automation Solutions and Services
Your Single Source

Make the most of your energy
Schneider Electric™ industrial automation solutions and services go far beyond meeting your immediate needs for application or equipment repair. We take a long-term, holistic approach to determine your facility and operational needs and develop a strategy for improving the performance of your people, systems, and processes. In essence, our team becomes an extension of your engineering arm and frees up your resources to concentrate on their own areas of expertise while providing you the expertise to cut costs, reduce energy consumption, and keep your systems up-and-running through routine maintenance, added enhancements, and migrations to new state-of-the-art functionality.

**Turnkey automation solutions tailored to meet your needs**

As The Global Specialist in Energy Management™ and sustainable manufacturing, Schneider Electric innovations help your business work better, faster, more efficiently, and profitably.

Schneider Electric delivers turnkey automation solutions that are specifically tailored to meet your needs for:

- PLC solutions, services, and upgrades
- SCADA/MES/HMI solutions
- Energy savings through improved process control
- Specialized AC drive packages
- Project management
- Application and process design engineering
- Panel fabrication
- Installation and on-site acceptance testing
- Training, manuals, and system/software documentation
- Product and operation training
- 24x7x365 on-call and on-site customer service

In addition, our network of professionals spans numerous industries to provide the hands-on experience necessary to deliver solutions that work the first time. This network includes both the people and the technologies you need to be more productive. Our professionals offer:

- Project Submittals
- Project Management
- PLC Applications
- SCADA Applications
- Instrumentation
- Startup Services
- Project Documentation (ACAD, Point to Point Diagrams)
- System Training
- Warranty Services
- System Maintenance Services

Our industrial experience includes:

- Water/Wastewater
- Mining
- Minerals & Metals
- Electrical Utility
- Logistics, Food, & Beverage
- Oil & Gas
- Automotive
- Transportation and many more

**We take a long-term, holistic approach to your facility and operational needs to develop a strategy for improving your plant performance**
A Closer Look at Automation Solutions...

Custom Engineered Panel Assemblies and Design

The Schneider Electric engineered solution center designs and produces high quality, custom engineered panel assemblies. These panels leverage the world’s broadest line of power, control, and automation products. Our panel experts are well versed in the intricacies of panel design and will help you meet local, regional, and international standards. We also provide expert local support, delivery, and service for panels through more than 1,300 distributors and field offices.

On-site startup support

Schneider Electric startup services help get your new systems up and running in the shortest period of time with the fewest difficulties. Guiding you through each step of the process, our expert technicians help you achieve the full value of your automation investment. They can also help you choose the right technologies for your project, aid in design, and train your staff on programming, maintenance, and user procedures. Our teams have the experience and expertise to make the process go smoothly by:

- Providing power-up and diagnostic checks of all Schneider Electric system components, and correcting any identified problems
- Pre-identifying all potential spare parts necessary to support a successful startup without incurring extra inventory charges
- Verifying firmware revisions meet the needs of your entire application or process
- Validating system mounting, routing, and connection of wiring, networks, power systems, cabinet space, and airflow are adequate to your system to prevent future problems
- Certifying system grounding and recommending improvements where needed

System upgrade and conversion

Still highly productive even today, the Modicon™ 584™, Modicon 984™, and Square D™ Sy/Max™ PLC product lines have set the standard for reliability and performance. That tradition continues with the current line of Modicon Industrial PLCs, such as the Modicon Quantum™ PLC, Modicon Premium™ PLC, and the Modicon M340™ PLC.

To help you get the most from these technologies, Schneider Electric has developed simple-to-use software utilities that are built to streamline the upgrade of your current PLC application software to our state-of-the-art Unity™ Pro programming environment. This includes maintaining your current LL984 programming without sacrificing performance.

As the original manufacturer of your PLC, Schneider Electric has the necessary understanding to develop a proven process for quickly and easily upgrading it to new technologies. In addition, our automation experts will be there every step of the way to ensure the entire process goes smoothly. As a result, you get the benefits of new technology and the peace of mind that your upgrade will be done smoothly with the least amount of risk.
Product Repair, Replacement, and Exchange

Schneider Electric repair services are dedicated to keeping your business running smoothly and productively. We’re here to help, with a one-stop-shop for all of your repairs, which can fix and/or replace malfunctioning equipment, as well as give you insight into the root cause of the error. We can also help you manage your spare parts inventory to minimize the downtime of critical operations.

With a vast inventory, a 70,000-square-foot facility, and the largest staff of dedicated, highly-skilled technicians and engineers in the world, the Schneider Electric repair business can do more than any other service provider. This includes the ability to repair equipment from all major suppliers of electrical, automation, or control products, as well as many products from niche vendors around the world.

With over 75 percent of the industry’s Fortune 500 companies already depending on our repair services, we’ve developed an innovative, proven approach to:

- Maintaining a readily-available inventory of critical components or replacement products to get you through emergency situations
- Delivering turnkey 24x7x365 repair services
- Maximizing your productivity and profitability by minimizing repair cost and streamlining logistics
- Offering a one-stop-shop for repair services for all of your equipment, regardless of the vendor
- Providing online visibility and traceability to repair orders, status, and delivery dates
- Performing meaningful cause-and-effect analysis of malfunctioning equipment to help identify process or configuration issues and minimize future repair costs
- Providing on-site management of spare parts and repair services

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Maximize performance with automation and control training from Schneider Electric.

Schneider Electric has been developing and providing training programs for more than 25 years. Our industrial automation and control training courses provide a hands-on approach to building valuable skills that dramatically increase on-the-job performance. The value of our training is evident immediately after completing a course. Students are more confident and proficient on their jobs leading to greater job satisfaction which, in turn, improves business performance and overall profitability.

For your convenience, training programs are offered at Schneider Electric training centers throughout the US or, if you prefer, can be conducted at your facility.
Priority Support Services with Simplified Contract Management

The Schneider Electric support program keeps your business running smoothly without the hassle of managing multiple support contracts. We’ve taken the guess work out of who to contact, tracking renewal dates, and managing product part numbers, all while reducing the overall cost to you. Our bundled offering standardizes all of your support contracts into one and allows you to modify, add, or change your coverage as needed — without overhauling your priority support contract.

But most importantly, we’ve made it easy to contact the person you need, when you need them without adding any additional stress. This includes making people available on-site, after hours, or on holidays when the unexpected happens.

Spare parts supply
The most complete inventory of Schneider Electric automation products from every generation, factory-certified and warranted. For the fastest response, email your requirements to service.sales@us.schneider-electric.com.

Repair and return
Accurate and timely repair as only the original manufacturer can provide, tested to ensure that it’s fixed right the first time. A detailed root cause analysis is available upon request.

Repair and update service
All engineering changes added to bring the product to a like-new condition, as if it was the most recent off the assembly line.

Exchange
For a downtime emergency, we can have a new or refurbished product in your hands within hours and you can return the defective unit to us for a partial credit.

Extended warranty
Repair and update service with protection against escalating repair costs of electronic equipment.

All spare parts and repair services listed above are delivered with a comprehensive 12-month warranty as a testament to our quality.

Field service
24/7 dispatch of a skilled field service technician for on-site troubleshooting and repair of your automation system. Also available:
- Installation
- Startup support
- Preventative maintenance
- Technology migration/upgrade
- Program conversions
- Network troubleshooting and certification

Customer support programs
Individual, group, and site packages available for software updates, access to our online support portal, and expert technical support.

Customer training
Skills-based learning for engineers and maintenance professionals.
- Scheduled at our regional training centers and channel partner locations
- Performed on-site at customer-specified facilities
- Online-based tutorials and quick-start kits for independent learning
- Modular curricula for customized courses
- Hands-on workshops for immediate application of new skills

Call 1-800-468-5342, option 2 for a Return Materials Authorization (RMA) number, or to ask about spare parts availability

Call 1-888-266-8705, option 3 for dispatch or quotation request

Call 1-888-266-8705 for contract pricing or technical support

Call 1-866-507-0894 or visit: www.schneider-electric.com/training
Put us to work for you

When you’re trying to solve a business or engineering challenge, you’ll find most companies offer prepackaged solutions they sell to everyone. But at Schneider Electric, we take a different approach that focuses on your specific needs now and in the future. So whatever your priority, we can help because when it comes to plant efficiency and automation, Schneider Electric industrial experts have the experience to:

- Identify risk
- Diagnose problems
- Prioritize solutions
- Justify cost
- Manage implementations

Our experienced and turnkey approach to industrial automation solutions and services minimizes risk, prioritizes objectives, and reduces the overall cost to your organization. From a simple PLC upgrade to a complete process overhaul, we can take you through each phase of the system life cycle (design, procure, install, operate, maintain, and improve) with the knowledge that we’ll be there every step of the way, now and in the future.

For more information visit www.schneider-electric.com/us and enter key code p217v