UK-GENERAL CATALOGUE

Manufacturer maintenance and services

2021

EXPERT SERVICES

When **energy** matters

When **energy** matters

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Selection guide

Installation

				UPS Single-phase & three-phase UPS				*MODULYS* Modular UPS system			UPS UPS in data centres	*STATYS* Static Transfer Switch			
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Operation

				Silver	Gold	Platinium	Platinium +	Regular	Premium	Evo Pack	PRISM	Silver	Gold	Platinium	Platinium +
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•: included.
○: optional.

Optimisation

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ATyS	***COSYS***	***MEDSYS***	***COUNTIS DIRIS DIRIS Digiware***	***DIRIS Q800***	***ISOM ISOM Digiware***	***WEBVIEW-L***	***N'VIEW***
Automatic Transfer Switch	Power Factor Correction system	Isolated power supply	Energy meter, multi-function meter and power metering system	Network analyser	Insulation monitoring system	Power monitoring software	Energy management cloud solution
•	•	•	•	•	•	•	•
			•				
Silver / Gold / Platinium / Platinium +	Silver / Platinium	Silver / Gold / Platinium					
• / • / • / •	• / •	• / • / •					
Included 1/year	Included 1/year	Included 1/year					
○ / ○ / ○ / ○	○ / ○	○ / ○ / ○					
○ / ○ / ○ / ○	○ / ○	○ / ○ / ○					
○ / ○ / ○ / ○	○ / ○	○ / ○ / ○					
•	•						
				○	○	○	○

Ensuring the energy performance of electrical installations, wherever it is critical

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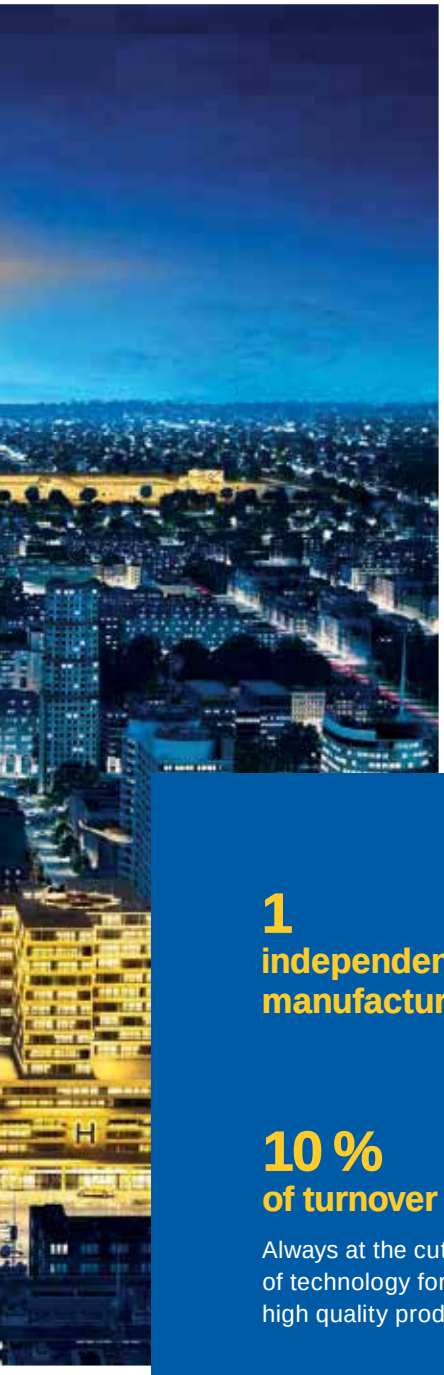


SYDIV 514

For almost 100 years, Socomec has continued 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.

1
independent manufacturer

3,500 m²
of test platforms

One of the leading independent power testing labs in Europe

10 %
of turnover invested in R&D

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

110,000
on-site interventions per year

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

Your energy, our expertise

SITE 1105

Power switching

Managing power and protecting people, equipment and installations

Active in the industrial switching market since its foundation in 1922, Socomec is today an undisputed leader in the field of low voltage switchgear, providing expert solutions that ensure:

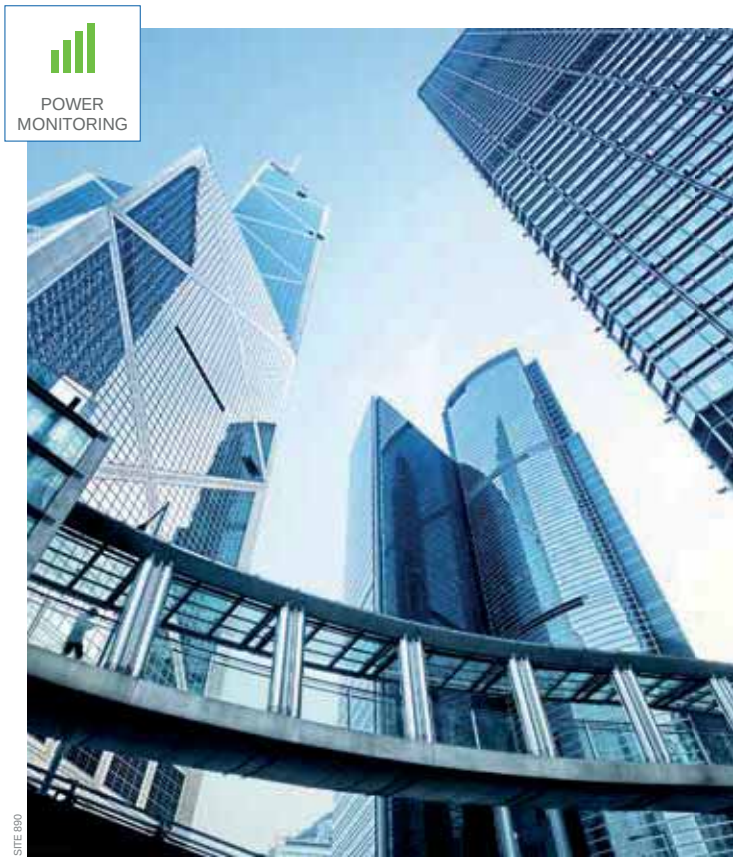
- isolation and on load breaking for the most demanding switching applications,
- continuity of the power supply to electrical facilities via manual remotely operated or automatic transfer switching equipment,
- protection of persons and assets via fusebased and other specialist solutions.

Power monitoring

Improving energy performance and monitoring installations

Socomec solutions - from current sensors to power meters and from IOT to energy management software - are driven by experts in energy performance. They meet the requirements of facility managers and operators of commercial, industrial and critical buildings to enable and facilitate:

- the measurement of energy consumption, the identification of sources of excess consumption and the generation of awareness amongst occupants as to their impact,
- the utilisation of the best available tariffs, utility bill checks and the accurate distribution of energy billing between consumer entities,
- the limitation of reactive energy and avoidance of associated tariff penalties,
- capacity management and the evolution of the electrical installation,
- improvements to power availability by monitoring and detecting insulation faults.



SITE 890

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SITE 857

Power conversion

Ensuring the availability and storage of high quality power

With its wide range of continuously evolving products, solutions and services, Socomec are recognised experts in the cutting-edge technologies used for ensuring the highest availability of the electrical power supply to critical facilities and buildings, including:

- static uninterruptible power supplies (UPS) for high-quality power free of distortions and interruptions occurring on the primary power supply,
- changeover of static, high availability sources for transferring the supply to an operational back-up source,
- permanent monitoring of the electrical facilities to prevent failures and reduce operating losses,
- energy storage for ensuring the proper energy mix of buildings and for stabilisation of the power grid.

Expert services

Enabling available, safe and efficient energy

Socomec is committed to delivering a wide range of value-added services to ensure the reliability and optimisation of end-users' equipment:

- prevention and service operations to lower the risks and enhance the efficiency of operations, for high-quality power free of distortions and interruptions occurring on the primary power supply,
- measurement and analysis of a wide range of electrical parameters leading to recommendations for improving the site's power quality,
- optimisation of the total cost of ownership and support for a safe transition when migrating from an old to a new generation of equipment,
- consultancy, deployment and training from the project engineering stage through to final procurement,
- performance assessment of the electrical installation throughout the life cycle of the products via analysis of data transmitted by connected devices.

APPLI 759

Your partner in expert services

Socomec is committed to delivering a wide range of value-added services to ensure the reliability and optimisation of end-users' equipment during its life cycle

- Prevention and service operations to reduce risk and enhance equipment efficiency.
- Measurement and analysis of a wide range of electrical parameters leading to recommendations for power quality improvement.
- Consultancy, deployment and training from the project engineering stage to the final procurement stage.

Specialists - at your service

Our Services team comprises qualified engineers whose mission is to ensure the correct operation of your equipment. We offer a comprehensive support service package which gives you complete peace of mind: commissioning, on-site testing, preventive maintenance visits, 24-hour call out and rapid on-site repairs, original spare parts, power quality and energy efficiency audits, consultancy, design and implementation of installation modifications and updates.

Our Services team is the most reliable partner when it comes to advising you on the maintenance of Socomec equipment and providing resolution to any problems in accordance with current environmental standards and procedures.

Professional tools

Our Services team is provided with the latest essential equipment including:

- Personal Protective Equipment (protective goggles, helmet, insulated gloves, fireproof jacket, safety shoes, earplugs…),
- laptop embedded with all software required to optimise equipment performance,
- measuring equipment calibrated annually by our metrology department (multimeter, digital scope, current clamps, infra-red camera, power analyser).

Reports

An exhaustive report is generated for each intervention (including commissioning, preventive maintenance and troubleshooting) which is then automatically sent to the customer and synchronised with our systems.

Remote diagnostics

In case of any anomaly, an automatic notification is sent to a local call centre for proactive online troubleshooting.

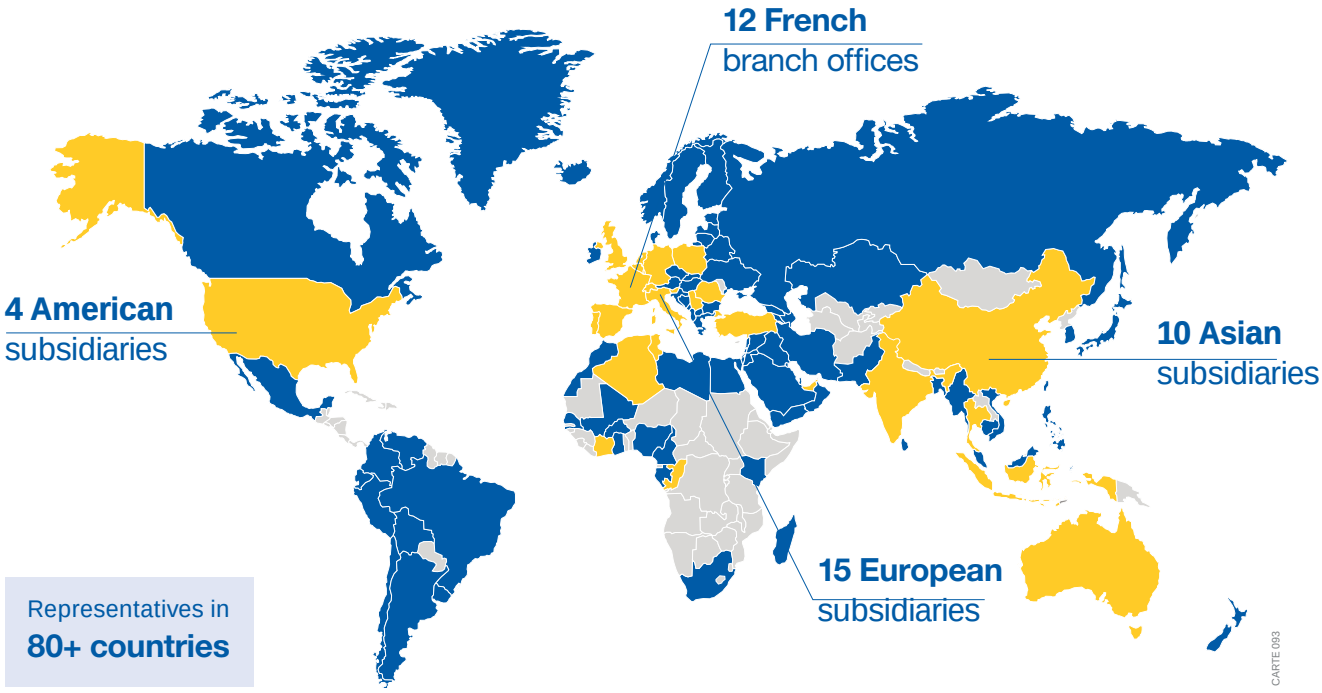
Availability of original spare parts

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.

Key figures

Nearly 400 Socomec experts - supported by 200 engineers and technicians from across our distributor network - can provide the solutions to your specific needs.

- Subsidiaries
- Distributors
- Contact us



Representatives in
80+ countries

On-site service management

110,000
service operations per year (mainly preventive visits)

98 %
Service Level Agreement compliance rate

Technical hotline network

25+
languages spoken

3
advanced technical support centres

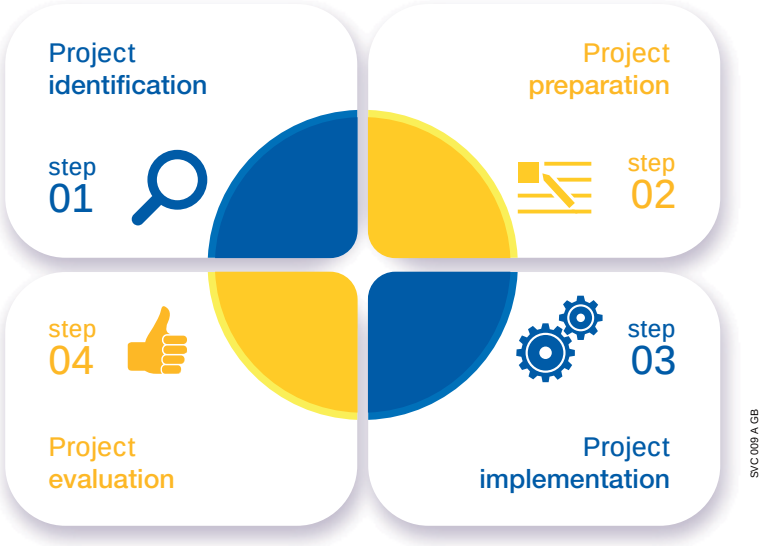
110,000+
incoming calls handled per year

Certified expertise

8,000
hours of technical training undertaken every year (product, methodology and safety)

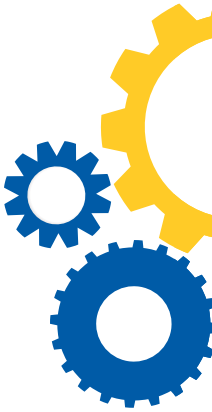
Maintenance and professional services

Project consultancy



Continuous improvement approach

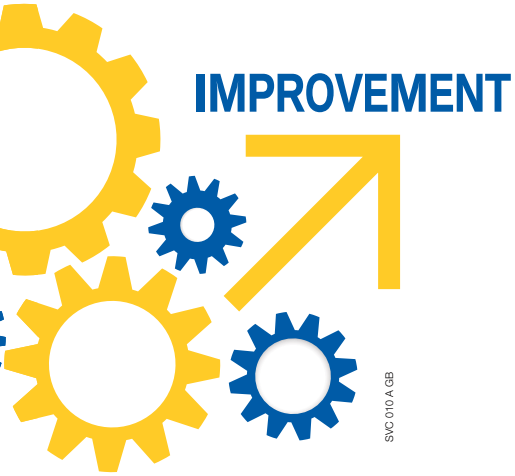
Upon request every year our specialist engineers will draw up a complete report with the summary of all activities performed by our field service engineers, including an in-depth analysis of equipment performance in terms of the operating conditions and usage of your installation, as well as key recommendations 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. Socomec will give you advice to maintain your system integrity over the years.



End of life (EoI) management

End of life in the context of manufacturing and product lifecycles, is the final stage of a product's existence.
For product users, EoI 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.

From design through to operation of your system, we can manage complexity in a quick, reliable and cost efficient way.
We offer 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.
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.



Product renewal

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

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.
Socomec can support you 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.).


Q4
Q6
Q1
TÜV
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Installation

Commissioning

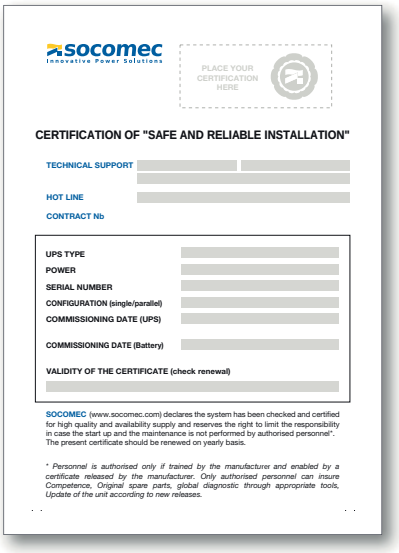
Commissioning

for single-phase and three-phase Uninterruptible Power Supply (UPS)

APPLI_531_A.EPS

The commissioning of a UPS 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.



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PLACE YOUR CERTIFICATION HERE

CERTIFICATION OF "SAFE AND RELIABLE INSTALLATION"

TECHNICAL SUPPORT

HOT LINE

CONTRACT Nb

UPS TYPE
POWER
SERIAL NUMBER
CONFIGURATION (single/parallel)
COMMISSIONING DATE (UPS)

COMMISSIONING DATE (Battery)

VALIDITY OF THE CERTIFICATE (check renewal)

SOCOMEC (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.

* *Personnel is authorised only if trained by the manufacturer and enabled by a certificate released by the manufacturer. Only authorised personnel can insure Competence, Original spare parts, global diagnostic through appropriate tools, Update of the unit according to new releases.*

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 on single UPS and/or parallel system
- > Load bank test (on request)

Benefits

- > Compliance with the various installation standards
- > Completes the Factory Acceptance Test
- > Commissioning traceability
- > Conformity certificate

Contract special price

Special price for the maintenance contract if signed within six months after commissioning.

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Commissioning

for STATYS Static Transfer System (STS)

APPLI_712.EPS

The commissioning of an STS 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

Key points

- > Work environment inspection
- > Electrical installation check
- > STS internal and external check
- > System power on and set up
- > Ventilation check
- > Operating test

Benefits

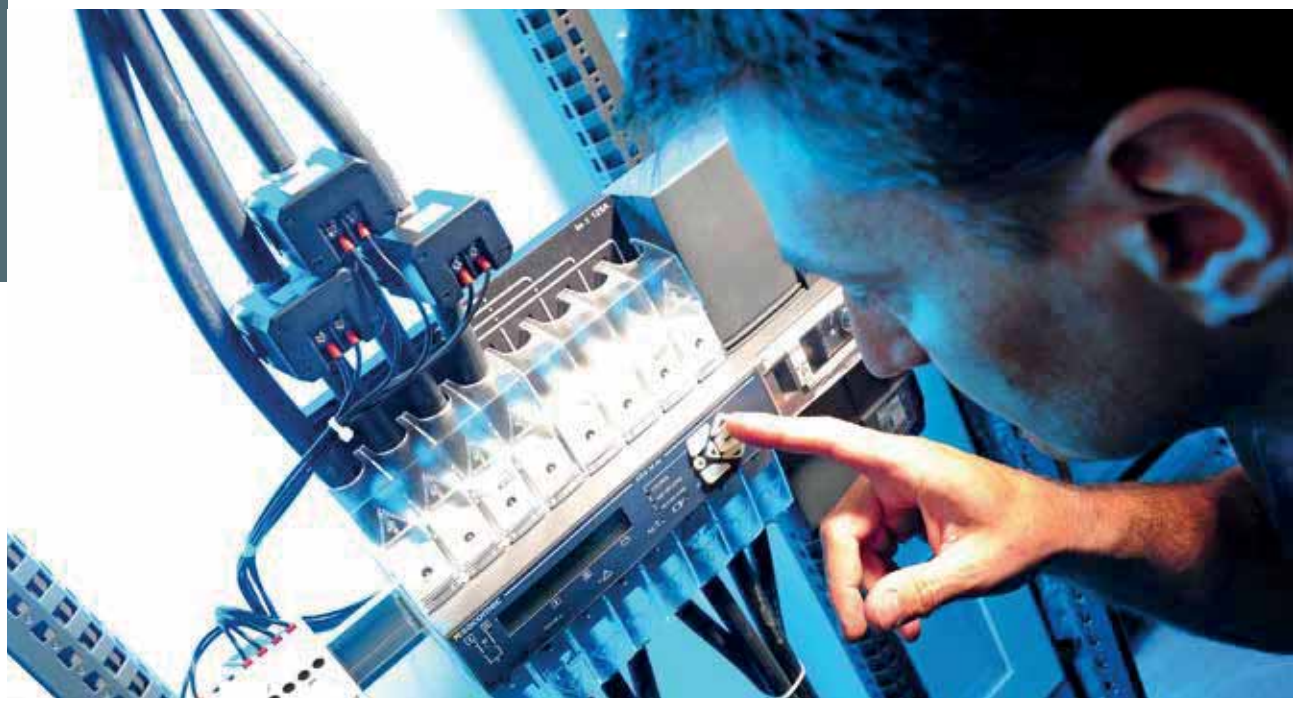
- > Commissioning performed in compliance with applicable quality and safety standards
- > Compatibility with your work environment
- > Compliance with the various installation standards
- > Conformity certificate

Contract special price

Special price for the maintenance contract if signed within six months after commissioning.

Commissioning

for ATyS Automatic Transfer Switch



APPLI_514_A.PSD

To enable you to quickly get your system up and running, we check the installation, carry out commutation tests and make the necessary equipment settings.

References	
ATyS commissioning	price on request
ATyS M commissioning	price on request

Key points

- Settings and configuration to suit your needs
- Switching test
- Communication test
- Handover summary / briefing on how to use the ATyS
- Service report with overview of installation parameters

Benefits

- Checking installation compliance
- Guaranteeing full functionality in the various operating modes

Contract special price

Special price for the maintenance contract if signed within six months after commissioning.

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Commissioning

for COSYS Power Factor Correction system

APPLI_492_A_PSD

We check the system, set it up and check it is working properly, so you can start using it right away.

References	
COSYS commissioning	923 **101 6000**
Options	
COSYS sizing	923 **403 6000**
Audit Power Factor Correction	923 **404 6000**

Key points

- Checking connections
- Measuring the recovered reactive power
- Setting up the controller
- Checking that the multipoints are correctly connected
- Power status with and without compensation
- Service report with overview of installation parameters

Benefits

- Ensuring the equipment is correctly installed
- Ensuring full functionality
- Checking the sizing of the correction factor

Contract special price

Special price for the maintenance contract if signed within six months after commissioning.

Commissioning

for MEDSYS Isolated Power Supply

APPLI_921.EPS

We deliver the right configuration and checks so you can start using your system right away. We also give you advice on how to use it.

References	
MEDSYS 20 commissioning	923 **101 8100**
MEDSYS 30 commissioning	923 **101 8200**
MEDSYS 40 commissioning	923 **101 8300**
MEDSYS 60 commissioning	923 **101 8400**

Key points

- Settings and configuration to suit your needs
- Function tests
- Communication test
- Briefing on how to use your installed system
- Service report with overview of installation parameters

Benefits

- Ensuring the system is working properly
- Checking installation compliance
- Increasing service life and safety
- System traceability (products/softwares) and associated configurations

Contract special price

Special price for the maintenance contract if signed within six months after commissioning.

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Commissioning

for ISOM & ISOM Digiware Insulation Monitoring System

APPLI_913.EPS

To enable you to quickly get your system up and running, we check the installation, carry out communication tests and make the necessary equipment settings.

References	
ISOM commissioning	923 **101 2210**
ISOM Digiware commissioning	923 **101 2200**
Options	
WEBVIEW M commissioning (Mapping/alarms threshold)	923 **101 3200**

Key points

- Full wiring connection check (IMD / Injector/ sensors)
- System Configuration and verification on load
- Basic training on ISOM / ISOM Digiware
- Simulation and fault detection
- Configuration of the full installation mapping (insulation)

Benefits

- Ensures that the system works perfectly
- Increased continuity of service and security
- System traceability (products / softwares) and associated configurations
- Monitoring and predicting insulation levels for each circuit

Commissioning

for COUNTIS energy meter, DIRIS multi-function meter, DIRIS Digiware power metering system

APPLI_771.EPS

To enable you to get your system quickly up and running, we check the installation, carry out communication tests and configure the equipment.

References	
Commissioning COUNTIS / DIRIS / DIRIS DIGIWARE architecture	923 **101 1200**
Remote technical support during commissioning	923 **102 1200**
Options	
Help with configuring the COUNTIS/DIRIS/DIRIS Digiware architecture	923 **401 1200**
Checking the metering consistency in the measurement chain	923 **407 1100**

Key points

- > Controlling the complete chain (equipment/connection/ magnetic cores)
- > Settings and function test
- > Communication test
- > Information on how to use your installed system
- > Service report with overview of installation parameters

Benefits

- > Installation compliance
- > Reliability of measured data
- > Tracking of settings

Commissioning

for DIRIS Q800 network analyser

APPL_897.EPS

To enable you to quickly get your system up and running, we check the installation, the equipment settings and the software installation. To make it easier to use, training is included in the commissioning.

References	
DIRIS Q800 commissioning	923 **101 5000**
Options	
Training on energy quality	consult us
Training on DIRIS Q800 – at customer's site	923 **201 5000**

Key points

- Checking connections
- Event settings according to EN50160
- Network data log settings
- Installing the software; Q800 tools, Q800 analyser, PQ diffractor
- Training on how to use the equipment and related software

Benefits

- Ensuring the equipment is correctly installed
- Reliability of measured data
- Details on EN50160 report

Commissioning

for WEBVIEW-L power monitoring software

APPL_809_A.EPS

We help you configure your architecture and get to grips with the software so you can quickly get your system up and running.

References	
Commissioning H80 WEBVIEW L-100	923 **101 3400**
Commissioning H80 WEBVIEW L-200	923 **101 3500**
Options	
Help with configuring WEBVIEW L – at customer site	923 **401 3000**
WEBVIEW L training – at customer site	923 **201 3000**

Key points

- Checking system prerequisites are met
- Setting up measuring, circuit and data equipment
- Training and help with setting up a hierarchy and a Photoview page
- Configuring the Datalogger feature
- Training on how to use your installed system
- Service report with overview of installation parameters

Benefits

- Saves time during installation
- Quickly get to grips with software features
- Using and configuring the software

Commissioning

for N'VIEW energy management cloud solution

SOFT_073_A.PSD

We help you configure your architecture and get to grips with the software so you can quickly get your system up and running.

References	
Commissioning N'VIEW 0 to xxx variables	923 **101 xxx**
Options	
Help with configuring N'VIEW at customer site	923 **401 4000**
N'VIEW training at customer site	923 **201 4000**

Key points

Step-by-step startup to ensure efficient use:

> T0 – preparation phase: Collecting required data and checking prerequisites are met

> T1 – launch phase: Go-live

> T2 – reception and handover phase

> T3 – subscription phase

Benefits

> Supporting the installation
- Dashboards
- Analysis
- Alerts
- Personalised automated reports

> Saves time during installation

> Quickly get to grips with software features


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Operation

Maintenance contracts

Services for maintenance contracts

Inspection visit

Multibrand

Customer training

Maintenance contracts

a broad range of solutions to suit all your needs

APPLI_734.EPS

The Maintenance service contracts 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 contracts suitable for users have 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
Single & three-phase UPS		•	•	•	•				
Modular & scalable UPS system MODULYS						•	•	•	
Modular UPS system MODULYS XL		•	•	•	•				
UPS for data centres									•
Static Transfer Switch STATYS		•	•	•	•				
Automatic Transfer Switches ATyS		•	•	•	•				
Power Factor Correction system COSYS		•		•					
Isolated power supply MEDSYS		•	•	•					
Energy storage system SUNSYS		•	•	•	•				

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Maintenance contracts

for single and three-phase UPS

APPLI_528_A.EPS

Silver, Gold, Platinum and Platinum+ are the Maintenance service contracts suitable for 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.

Key points

- Original spare parts
- Expert engineers equipped with professional tools and software
- Safety procedures

Benefits

- Improves system availability
- Optimises product lifespan
- Guaranteed response time to site

SERVICE DESCRIPTION	SILVER	GOLD	PLATINUM	PLATINUM+
1 Annual preventive maintenance visit	•	•	•	•
Battery check	•	•	•	•
Battery care	○	○	○	○
Labour & mileage for corrective maintenance		•	•	•
Original spare parts			•	•
Power module as a spare (MODULYS XL)	○	○	○	○
Hot-line availability	•	•	•	•
Emergency hot-line 24/7	○	○	○	•
Response time to site within next working day	•	•	•	
Response time to site within 6h*	○	○	○	•
Response time to site within 4h*	○	○	○	○
Preventive replacement of consumables (fans and capacitors, excluding batteries)	○	○	○	○
UPS remote monitoring (Link-UPS) Remote check-up + Proactive troubleshooting + Report	○	○	○	○
Additional preventive maintenance visit	○	○	○	○
Out of hours preventive maintenance visit during night, week-end, bank holidays	○	○	○	○
Thermal imaging	○	○	○	○

•: included.
○: optional.
** Please check the service coverage in your area.*

Maintenance contracts

MODULYS modular UPS system

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 contracts 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,
- Regular 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.

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New service features & key benefits

1 Link-UPS remote monitoring
- Alarm notification to the nearest Socomec Service Centre.
- Remote diagnostic and troubleshooting.
- Regular analysis reports.

2 Smart module management
- Fast hot-swap replacement.
- Load fully protected during maintenance.

3 Full power system upgrade
- Regular upgrades, with complete module replacement using the latest technology.

Maximum operational uptime

Repair time guaranteed

Up-to-date technology… anytime!

	SERVICE DESCRIPTION	REGULAR	PREMIUM	EVOLUTION PACK 5 years
1	UPS remote monitoringg (Link-UPS) Remote check-up + Proactive troubleshooting + Report	•	•	•
2	Module shipment within 3 working days	•		
	Module hot-swap on-site within next working day		•	
	Module hot-swap on-site within 24h*			•
3	1 complete power module replacement per 5-year period (excluding batterie modules)			•
	1 Annual preventive maintenance visit	•	•	•
	Battery check	•	•	•
	Battery care	o	o	o
	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	•	•	
	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

•: included.
o: optional.
** Please check the service coverage in your area.*

Maintenance contracts

for UPS in data centers

APPLI_584_AEPS

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 offering 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.

DESCRIPTION	PRISM 5 years
2 Annual preventive maintenance visit	•
Battery check	•
Battery care	o
Labour & mileage for corrective maintenance	•
Original spare parts	•
Hot-line availability	•
Emergency hot line 24 / 7	•
Response time to site within 6h*	•
Response time to site within 4h*	o
Preventive replacement of consumables fan & capacitors (battery excluded)	•
UPS remote monitoring (Link-UPS) remote check-up + proactive troubleshooting + report	•
Additional preventive maintenance visit	o
Out of hours preventive maintenance visit during night, week-end, bank holidays	o
Thermal imaging	o

•: included.
o: optional.
** Please check the service coverage in your area.*

Key points

- 5-year all inclusive package at a fixed price including all operational maintenance costs inclusive of:
- 2 maintenance visits per year
- Remote monitoring
- Unlimited corrective interventions with labour and parts.
- Replacement of Consumable parts

Benefits

- Personalised maintenance management and site improvement in line with specific data centre expectations
- Improved system uptime
- Total control over your maintenance costs for 5 years

Maintenance contracts

for STATYS Static Transfer Switch

APPLI_712.EPS

Silver, Gold, Platinum and Platinum+ are the Maintenance service contracts suitable for standard STS.

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	•	•	•	•
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)	o	o	o	o
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

•: included.
o: optional.
** Please check the service coverage in your area.*

Key points

> Original spare parts
> Expert engineers equipped with professional tools and software
> Safety procedures

Benefits

> Improves system availability
> Optimises product lifespan
> On-site interventions guaranteed

Inspection contracts

for ATyS Automatic Transfer Switch

In addition to the inspection visit for ATyS changeover switch, it is possible to sign for an inspection contract, according to your operating constraints.

It can be combined with your UPS contract.

SERVICE DESCRIPTION	INSPECTION CONTRACTS			
	SILVER	GOLD	PLATINUM	PLATINUM+
1 inspection visit	•	•	•	•
Thermal imaging	•	•	•	•
Test on load	o	o	o	o
Load duty categorie checking	o	o	o	o
Bypass system inspected	o	o	o	o
Labour & mileage for corrective maintenance		•	•	•
Original spare parts			•	•
Hot-line availibilty	•	•	•	•
Emergency hot-line 24/7	o	o	o	•
Response time to site with next working day	•	•	•	
Response time to site within 6 hours	o	o	o	•
Response time to site within 4 hours*	o	o	o	o
"Test off load"**	•	•	•	•

•: inclusive.
o: optional.
**: please check the service coverage in your area.*
***: if GS present on source 2.*

References	
Inspection contract SILVER	923 **302 7000**
Inspection contract GOLD	923 **303 7000**
Inspection contract PLATINUM	923 **304 7000**
Inspection contract PLATINUM +	923 **305 7000**

Key points

- An annual inspection visit by a Socomec engineer certifying that the ATyS switch is functioning correctly
- A detailed inspection report provided after each inspection
- A list of every asset tested and detail of the inspection work carried out
- Highlight any issues found

Benefits

- High power availablity guaranteed and performance optimised
- Reduced risk of potential faults going undetected
- Costly downtime and the risk of operating losses are cut

Maintenance contracts

for COSYS and PFC power factor correction system

APPLI_493_A.EPS

Your Socomec COSYS power factor correction system allows you to achieve significant cost savings on your energy bill, protects your equipment, and extends its operating lifetime.

Your electrical installation evolves. Environmental and operational changes, aging equipment, etc., are all factors that have an impact on your power consumption.

Within our maintenance contract, Socomec Experts take action for:

- preventive maintenance on your system,
- checking the correct sizing of your COSYS PFC,
- corrective intervention in case of system failure.

SERVICE DESCRIPTION	SILVER COSYS and PFC	PLATINUM COSYS*
1 Annual preventive maintenance visit	•	•
Hot-line availability	•	•
Thermal Imaging	•	•
Response time to site within next working day	•	•
Labour & mileage for corrective maintenance		•
Replacement of consumables if defective** (fans, dust filter if applicable)		o
Additional preventive maintenance visit	o	o
Out of hours preventive maintenance visit during night, week-end, bank holidays	o	o
Replacement of contactors after every 80,000 operations***		•
Complete annual cleaning of the unit***		•
Annual check of the battery sizing***		•

•: included.
o : optional.
** Commissioned from 2012 onwards.*
*** Excluding replacement of chokes and capacitors.*
**** Subject to signature / renewal of the contract over a continuous period of 3 years.*

References	
Maintenance contract SILVER	923 **302 6000**
Maintenance contract PLATINUM	923 **304 6000**
Maintenance contract Silver Multibrand	923 **302 6100**

Key points

> Checking hot points, clamps and connections
> Checking that the multipoints are correctly connected
> Checking and updating the regulator parameters
> Service report with recommendations

Benefits

> Ensures that the installed battery is always adapted to the load
> Operational safety

Maintenance contracts

for MEDSYS isolated power supply

APPLI_921.EPS

Power availability is vital to ensure care continuity and avoid failures that could lead to critical situations for patients.

Your Socomec MEDSYS solution brings you a dedicated answer to guarantee the continuity of service in group 2 medical locations with the manufacturer's guarantee.

Key points

- > Annual preventive maintenance visit
- > Detailed report including recommendations
- > Technical hot-line

Benefits

- > Maximum availability of the installation
- > Manufacturer expertise
- > Guaranteed response time to site

Description of services	SILVER	GOLD	PLATINUM
Annual preventive maintenance visit	•	•	•
Labour and travel for corrective maintenance		•	•
Original spare parts			•
Hotline availability during working hours	•	•	•
Emergency hotline 24/7*	o	o	o
Response time to site within next working day	•	•	•
Response time to site within 6 hours*	o	o	o
Response time to site within 4 hours*	o	o	o
Additional preventive maintenance visit	o	o	o
Out of hours preventive maintenance visit during night, weekend & bank holidays	o	o	o
Thermal imaging	o	o	o

•: included.
o: optional.
** please check the availability of this service in your area.*

References	
Maintenance contract SILVER	923 **302 8000**
Maintenance contract GOLD	923 **303 8000**
Maintenance contract PLATINUM	923 **304 8000**

Maintenance contracts

for SUNSYS energy storage system

APPL_868.EPS

Energy storage is the core element for the transition of the electric utility system to Smart Grids.

The equipment availability is essential to optimise the massive integration of decentralised renewable energy, to reduce peak electricity consumption and to control the production-consumption storage balance.

Socomec service contracts are designed to keep your Smart Grid infrastructure operational and fully maintained to achieve the highest level of energy quality.

Key points

- > Regular inspection
- > 24 / 7 Emergency service
- > Technical expertise on-site within 4h*

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

Benefits

- > Improves system availability
- > Avoids grid congestion
- > Ensures energy balance profitability

Preventive maintenance visit

services for maintenance contracts

APPLI 724 A

The service life of equipment depends on the operating environment (temperature, humidity, dust).

To keep equipment 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*
- Communication test
- Maintenance report

**Only for UPS.*

Benefits

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

Emergency service 24/7

services for maintenance contracts

SITE 588 A

The response time to site is vital for business continuity; limiting as much as possible any downtime, in order to avoid any risk of severe system anomaly.

It is, therefore, essential to have the expertise of a maintenance service provider who fully understands your equipment, 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 with Link-UPS
- 24 / 7 original spare part stock availability with high priority shipment

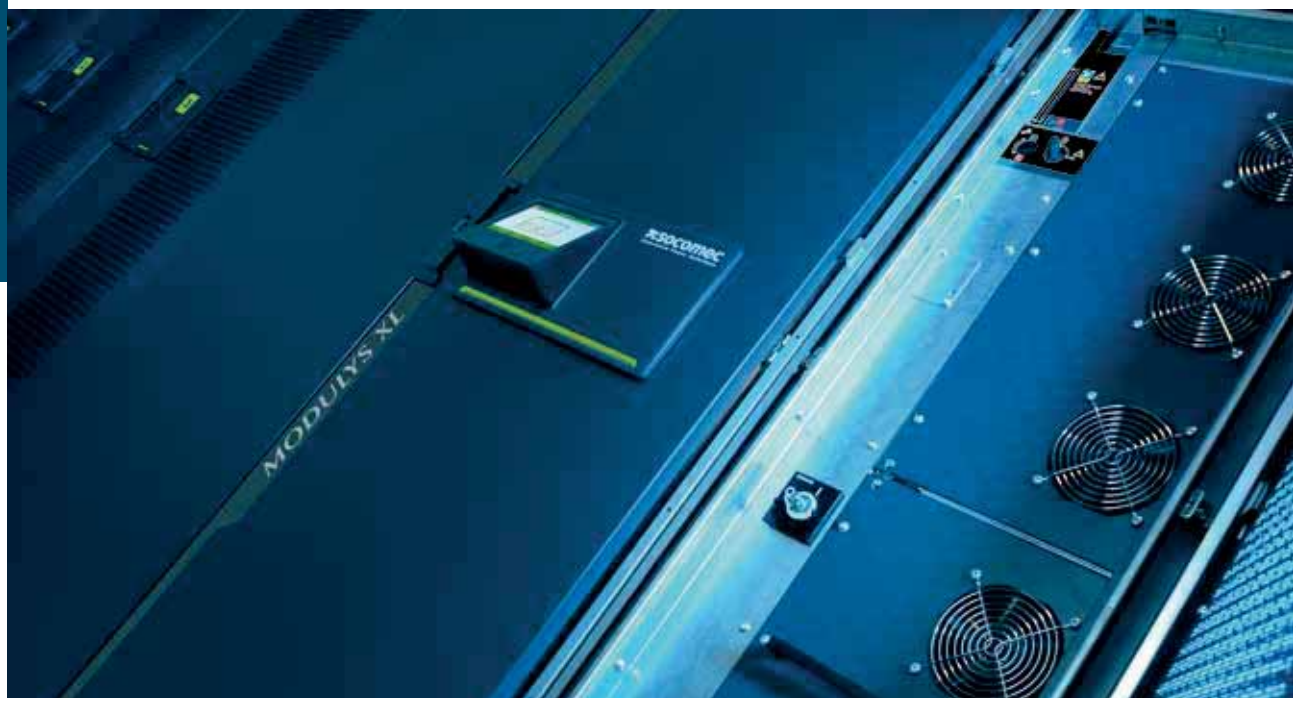
** Please check the service coverage in your area.*

Benefits

- High quality technical support
- Fast and precise diagnostic
- Real problem solving

Power module as a spare

spare power module for MODULYS XL modular UPS system



APPLI_955.EPS

The addition of the Power module as a spare option to the maintenance contract of MODULYS XL will always allow to maintain the level of availability of the installation.

A spare power module will be to hand next to the MODULYS XL so that the module can be swapped in case of failure in less than 5 minutes.

The module can also be used during the preventive maintenance visit - to be inserted instead of the maintained module and therefore ensure the same level of availability.

The price is “all inclusive” and comprises:
- a maintenance slot and a spare power module rental,
- training to enable the customer to change the module by himself and avoid any problems,
- the maintenance of the spare module (spare parts and consumables).

Key points

> Spare power module available 24/7 on customer site
> Price all inclusive covering training in how to swap the module, module rental & its maintenance

Benefits

> “Ready to use” spare power module always available on customer site
> Ensures the same level of secured availability during maintenance operations and in case of critical failure
> No downtime during maintenance operations
> Maintenance slot provided to test & repair the power module outside of the UPS system

MOD_134_APSD

socomec Innovative Power Solutions

Link-UPS

Socomec experts 24/7 UPS remote monitoring

SYDV_625_A_GB.EPS

Link-UPS provides a direct and permanent connection between the UPS and Socomec's expert technical staff.

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

Continuous monitoring of key data from your UPS is used to provide you with regular reports concerning the operating status and health of your installation. The report will include an analysis by specialist Socomec engineers, highlighting any operating anomalies of the UPS together with proposed solutions for improvement.

The primary goal of every UPS system is to ensure maximum power availability. Every organisation concerned with the protection of people, assets and business continuity wants to detect issues before they arise, react quickly when a problem occurs and reduce the MTTR as much as possible.

Adding the Link-UPS option to your Maintenance Service contract will help you significantly reduce the MTTR and maximise uptime.

Key points

- Effective: if an anomaly occurs, MTTR is drastically reduced
- Secure: data is hosted on Socomec-owned cloud infrastructure, Cyber security is certified by a third-party company
- Affordable: proposed as an optional extra on the Maintenance Contract at an attractive price

Benefits

- Prevents problems from occurring
- Increases system availability
- Saves downtime costs

Maximise your uptime with Link-UPS

Instant notification

In the event of any type of anomaly, the system will instantly notify the nearest Socomec Service Centre.

Remote diagnostics

A specialist Socomec engineer will carry out a diagnostic check by remotely accessing the parameter dashboard.

Proactive intervention

In the event that on-site intervention is required - and if there is a Maintenance Contract in place - a Socomec on-call engineer will be dispatched immediately with a full brief from the Socomec Service Centre, along with any spare parts that may be needed.

Preventive action

By analysing the continuous stream of data, preventive actions can be prescribed by Socomec experts in order to anticipate the occurrence of anomalies.

Periodic reporting

Socomec experts will provide a periodic UPS health-check report with recommendations to improve overall system availability.
Data provided:

- event statistics,
- trend analysis,
- technical recommendations.

Interactive dashboard

The IoT cloud-connectivity allows access to an intuitive interactive dashboard that gives a view of the equipment's historical data and performance trends.

Health-check report

The continuous monitoring, recording and processing of key data from your UPS means that we can provide you with periodic reports to ensure the optimum operation and ongoing performance of your installation.

3D_DOC_322013I

Statement including UPS working mode analysis, event statistics and technical recomvmendations from the expert.

SVC_017_A.EPS

Interactive web-based dashboard displaying all UPS historical data and performance trends.

SoLive UPS mobile application

Remote, real-time analysis in the palm of your hand

SoLive UPS, the latest breakthrough mobile app for end users, collects key data from all installed SOCOMEC UPS systems and presents information relating to events and thresholds by showing alarms and status on a live control panel.

Real-time control panel showing up to 20 operating parameters

- UPS status,
- total active power,
- total load rate,
- battery back-up time,
- UPS temperature.

Download on the App Store

GET IT ON Google Play

SOFT_112_A.PSD

Battery care (1)

services for maintenance contracts

COUV 187 A

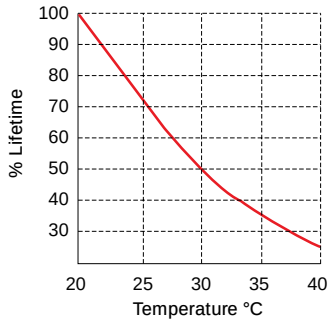
Batteries are a key element of UPS systems. Their efficiency and availability are important for preventing load downtime, but at the same time batteries are the most vulnerable and failure-prone component of such systems.

Battery failures are mainly caused by the premature “end of life” of a few battery blocks. A corrupted battery block, if not detected early and not replaced, can accelerate ageing within the rest of the battery string, therefore jeopardizing the integrity of the system.

The level of predictability for failure detection on a battery block depends on the number of measurements, tests and analyses that are performed on every single block.

Main factors for the premature end-of-life of battery blocks:

- High temperatures
- Frequent number of cycles
- Discharge too deep
- Recharging with high voltage
- Lack of regular maintenance



Source: Eurobat

SYDIV 268 A GB

Key points

> Impedance test, thermal imaging, temperature, voltage measurement block by block
> Faulty / weak block detection
> Back-up time measurement (optional)

Benefits

> Information on the battery’s state of health
> Estimation of the optimum time for battery replacement
> Optimisation of the battery’s useful working life

(1) Only for UPS.

Battery Care is a brand new set of service packages that complements the standard battery check service (at string level) during the UPS preventive maintenance visit.

The packages will ensure the integrity of your business continuity by performing the highest level of inspection on your battery blocks.

Features:

The Battery Care offering is designed around 3 packages: IMP (IMPedance), TEMP (TEMPerature) and PRIME (the full package).

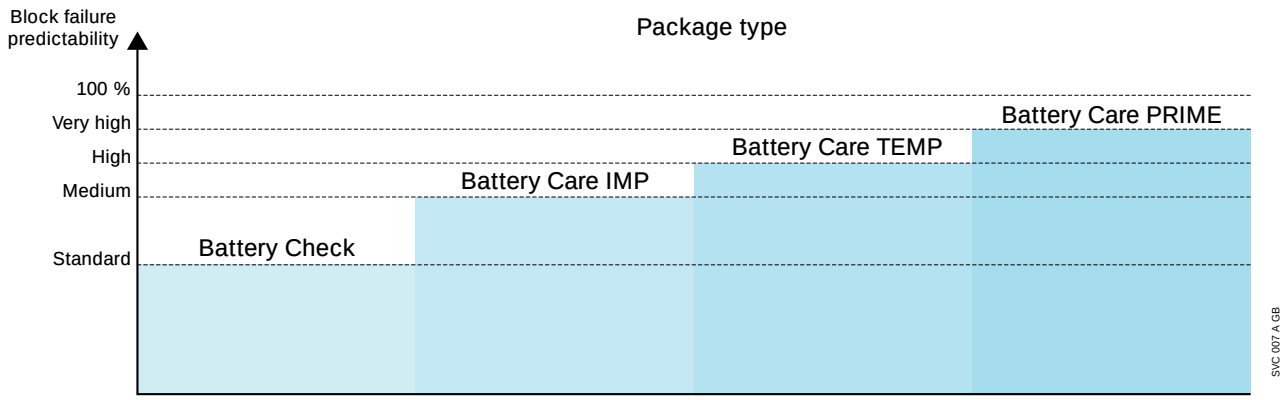
ACTIONS	WHERE	BATTERY CHECK	BATTERY CARE		
			IMP	TEMP	PRIME
Visual inspection check for leakage and corrosion	string	•	•	•	•
Cleaning	string	•	•	•	•
Measurement with partial discharge of V & I	string	•	•	•	•
Environment temperature check	string	•	•	•	•
Control of floating voltage and max current*	string	•	•	•	•
Impedance test	each block		•	•	•
Temperature measurement	each block			•	•
Voltage measurement*	each block			•	•
Thermal imaging	each block				•
Torque setting	each block				•
Back-up time measurement**	string		○	○	○

•: inclusive.
○: optional.
** during battery charge. **: by performing the end of discharge voltage test.*

Depending on the package chosen (IMP, TEMP, PRIME), a set of accurate measurements, tests and analyses will be performed on each single block across all battery strings by Socomec trained engineers.

An in-depth report will provide information about:

- the health of each single battery string / block,
- the faulty blocks that need to be replaced,
- the real “back-up time” of the battery system (optional).



Do you know your real back-up time?

> For various external factors, your real back-up time could be much less than the one declared by the battery manufacturer.

> Thanks to a specific set of measurements and analyses, Socomec can provide you with the exact back-up time of your battery system.

Battery replacement (1)

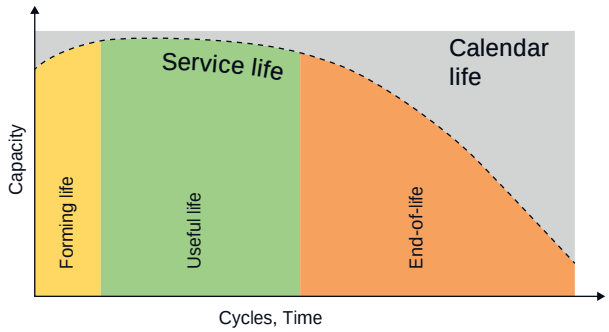
services for maintenance contracts

APPLI 732 A

The majority of batteries used in UPS applications (VRLA - Valve Regulated Lead Acid) normally have a calendar life of 5-10 years, depending on the local operating conditions. The calendar life is the actual time span from the date of installation until the end of life, when battery capacity drops below 80 % of its rating. VRLA batteries that are well maintained and installed in a properly conditioned environment, typically have a service life of 70 % to 80 % of their calendar life. This explains why the UPS back-up time could differ from the one declared by the battery manufacturer.

For the integrity of business continuity, it is essential to know the estimated end-of life of the battery system and to be correctly advised concerning the best time for its replacement.

The expertise of the UPS manufacturer is the best guarantee for carrying out any battery replacement operations. An expert that understands your equipment and how it is integrated into your unique working environment and who can respond effectively to any anomaly should any occur.



SVC 008 A GB

Key points

- Checking and recalibration of battery charger setting
- Fully secure battery discharge test
- Battery disposal according to local regulations

Benefits

- Prevents unexpected early shutdown of the UPS
- Saves downtime costs
- Advice for the optimisation of the battery back-up time

(1) Only for UPS.

The battery is a critical component of the UPS system: according to a study by the Ponemon Institute, 65 % of Uninterruptibl Power Supply (UPS) system failures are due to batteries. The reliability and availability of these components are vital to ensuring the energy supply to the load.

In the case of a failure, the economic impact of an outage can dramatically increase to hundreds of thousands of euros for the UPS owner.

Within the UPS system, the battery represents the weakest and least sophisticated component, while its cost represents an important part of the investment. It is therefore crucial to reduce the number of maintenance operations, maximise the battery's return on investment and anticipate battery malfunctions.

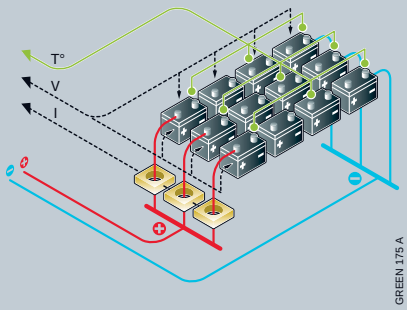
This can be implemented by following the rules described in the IEEE standard 1188 (IEEE Recommended Practice for Maintenance, Testing and Replacement of Valve-Regulated Lead-Acid (VRLA) Batteries for Stationary Applications), whilst a more accurate preventive maintenance program can be carried out using a BMS (Battery Monitoring System) which provides all the parameters of the individual battery blocks, continuously checks the battery's efficiency and identifies anomalies in advance.

What is a battery ?

A battery is made up of a collection of:

> blocks (typically 12 VDC), which can be assembled in series to form a string,

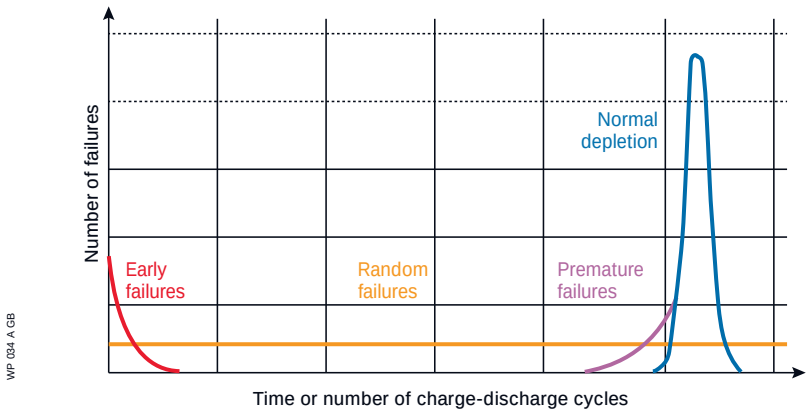
> several identical strings, which can be assembled in parallel to form a battery.



Main reasons for battery block failures

For a battery operating in real life conditions, there are 4 types of failures which can create a defective block:

1. Early failures, which are mainly due to defects introduced during the manufacturing process. They generally appear during the first discharge cycle.
2. Random failures, which can appear at any time during the life of the battery.
3. Premature failures.
4. End-of-life failures, both of which are due to latent defects or environmental conditions, such as a high ambient temperature, which can shorten the battery's operational life time. If this type of failure appears, it means that the health of the battery string is seriously compromised and the battery cannot be relied upon for autonomy.



Block failures description.

Consumables replacement

services for maintenance contracts

APPLI_572_A.EPS

The components of each equipment 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 the regular preventive replacement of parts subject to wear and tear such as fans and capacitors for UPS, and fans for STS, COSYS and MEDSYS products.

Key points

> Original spare parts

Benefits

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

Fans and capacitors must be replaced by qualified personnel only. Only Socomec personnel are authorised to make recommendations for any replacement parts.

Thermal imaging

services available for maintenance contracts

COUV_142_AEPS

Socomec's thermal imaging service involves checking the components of your electrical installation using special infrared equipment, to ensure a high resolution analysis for predictive maintenance.

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)

Inspection visit

for ATyS Automatic Transfer Switch

APPLI_759.EPS

A routine inspection of the transfer switches by qualified personnel is required to meet the requirements of insurance companies and to ensure the optimal operation of critical applications.

The inspection visit for ATyS comprises a site visit by a qualified Socomec engineer, which certifies that each transfer switch is functioning correctly.

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

References	
Inspection visit for ATyS	923 **402 7000**

Key points

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

Benefits

- Guaranteed high power availability and optimum performance
- Reduced risk of potential faults going undetected
- Avoids costly downtime and operating losses

Inspection visit

for COSYS Power Factor Correction system

APPLI_493_A.EPS

During the inspection visit we check the general operating condition of the Power Factor Correction system in its operating environment. This allows us to identify areas for improvement.

References	
Inspection visit for COSYS Power Factor Correction system	923 **402 6000**

Key points

- Checking hot spots, clamps and connections
- Checking components: filters, fans, capacitors, fuses, contactors
- Checking that multipoints are correctly connected
- Checking the correction power is still available
- Checking and updating controller settings
- Service report with recommendations and suggestions

Benefits

- Identifying watch-points
- Operational qualification
- General status report on the installed system

Multibrand

a single partner for all your Critical Power installed base

DEFYS_101_A.EPS

Some critical power facilities operate with an installed base including 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

Customer training

certified manufacturer's training programme for UPS and STS

CORPO_270_A.EPS

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 site or in Socomec's dedicated training centre.

Available on MASTERYS, MODULYS, DELPHYS, STATYS and communication products.

Key points

- > Pratical 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

- > Helps you to really know your equipment
- > Real "hands-on" practice on your UPS
- > Understand the alarms

Customer training

on using IT earthing systems with ISOM Digiware architecture

APPL_893.EPS

Combining theory with practice, by the end of this training module you will be able to independently take control of your system to ensure optimal continuity of service.

References	
Training on using IT earthing systems on ISOM Digiware architecture – at customer site	923 **201 2200**
Training on the portable device	923 **201 2500**
Training on earthing systems	consult us

Key points

- Understanding the specifics of the IT neutral earthing system
- Learning about installation standards
- Handling and configuring ISOM devices
- Practical exercises

Benefits

- Becoming independent
- Reducing service times
- Optimum service continuity

Customer training

on DIRIS Q800 network analyser

CORPO_270_A.EPS

The training module on how to use the DIRIS Q800 network analyser gives you full control over your setting so you can set up and use your network analyser.

References	
DIRIS Q800 training at customer site	923 **201 5000**
Training on the energy quality	consult us

Key points

- > Setting and using DIRIS Q800 network analyser
- > Setting events according to EN 50160
- > Comprehension of PQDIF file
- > Understanding a balance sheet EN 50160

Benefits

- > Independently set up and use your DIRIS Q800 network analyser

Customer training

on WEBVIEW-L software

CORPO_269_A.EPS

The training module on how to use the WEBVIEW-L gives you full control over your settings so you can create reports, charts, mappings and monitor all your energy readings.

References	
WEBVIEW L training – at customer site	923 **201 3000**
Training Basics of industrial communication	consult us
Training on the energy quality	consult us

Key points

- Overview of communication equipment, standards and protocols
- Introduction to H80 gateways and the WEBVIEW-L software
- Creating and managing data profiles
- Configuring Modbus-communication devices
- Configuring the Datalogger feature
- Creating hierarchies and PhotoView pages
- Software configuration
- Practical exercises based on your configuration

Benefits

- Independently set up and use the energy data from your power monitoring architecture

Customer training

on N'VIEW software

APPLI_946_A.EPS

The training module on how to use the N'VIEW software gives you full control over your settings so you can set up and use your energy management software.

References	
N'VIEW training – at customer site	923 **201 4000**
Basics of energy efficiency	consult us

Key points

- Two training levels: user and advanced user
- Setting up virtual meters
- Configuring the hierarchy
- Map, degree day and temperature
- Managing profiles
- Creating ratios, setting up tariffs
- Configuring widgets and dashboards
- Creating reports
- Setting up alarms

Benefits

- Independently set up and use your N'VIEW energy management software


Zone
Max 52.8
FLIR
info
setup

Optimisation

On-site services

Expertise

to improve your site's power factor

APPLI_492_A.EPS

Reactive power has negative effects on electrical networks. A number of factors must be taken into account to effectively compensate for it.

Our expertise:

- Audit: we identify loads and analyse their effects on the network
- Sizing: precise calculation of the reactive power to be corrected
- Installation recommendations: choice and location of equipment

References	
Measuring – Analysis – Sizing the power factor correction system	923 **403 6000**
Options	
COSYS inspection visit	923 **402 6000**
COSYS commissioning	923 **101 6000**
COSYS SILVER service maintenance contract	923 **302 6000**
COSYS SILVER service maintenance contract for Multibrand	923 **302 6100**
COSYS PLATINUM service maintenance contract	923 **304 6000**

Key points

> Taking the customer's environment into account
> Logging a week's worth of customer data
> Correctly sizing the compensation system for your installation, if necessary

Benefits

> Assessing the available power
> Recommended means of compensation
> Optimising the efficiency of transformer units

Installation audit and faults location

for unearthed IT systems

APPL_912.EPS

Our experts go on site and help you to check the functioning of the Insulation Monitoring Device (IMD), to measure the insulation of your installation and to detect and localize faults up to the end feeders/lines.

Key points

- Using the latest generation of portable insulation fault location tools with the Ohm Scanner technology
- Insulation mapping of the installation

References	
Fault location at customer site	923 **402 2500**
Inspection of the customer's IT installation	consult us

Benefits

- Reduces fault localization time
- Analysis of failures and fault origins
- Ensures optimal continuity of service
- Gives you a clear picture of the level of insulation from the mains supply to the end feeders

Power Quality Audit

optimising the reliability, efficiency and safety of your equipement

APPLI_731.EPS

The Power Quality Audit (PQA), is a service offered by Socomec that checks the load level and the quality of the low voltage electrical installation.

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

Data is collected and analyzed by Socomec engineers who diagnose the problems. They then suggest the most appropriate solutions that will have beneficial impact on the reliability of the installation, and ultimately extend equipment lifetime.

References	
Measurements - On-site data logging - Investigation	923 **404 2500**
Energy quality	consult us
Harmonics and Power Factor correction	consult us
Neutral earthing system	consult us

Key points

- > Voltage variation
- > Harmonic distortion
- > Transient current
- > Neutral and earth fault, EMC environment
- > Unbalanced three-phase load
- > Power factor correction

Benefits

- > Detects recurring faults
- > Identifies phase shifts and malfunctions
- > Anticipates deterioration of the installation
- > Extends service life of equipment
- > Improves system reliability

On-site metrology

accurate calibration of your site metering equipment

APPLI_773.EPS

The ISO 50001 standard stipulates that organisations must define and regularly review their measurement needs and ensure that the equipment used in monitoring and measurement of key characteristics provide data which is 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.

References	
Applied or industrial metrology (0.2% accuracy)	923 **408 1100**
Checking the measurement chain (3% accuracy)	923 **407 1100**

Key points

- > Environment analysis
- > Measurement campaigns with metrological certified measurement device
- > Detailed customer report with recommendations
- > Techical advice
- > Curative actions
- > Cabling modifications
- > Measurement point setting adapted to the customer environment
- > Network and communication check and testing
- > Measurement point replacement

Benefits

- > Ensures the precision of measurements
- > Edit reports attesting the right installation and the effective operation of the equipment
- > Full compliance with ISO 50001
- > A unique service for all your measurement devices (Socomec and third-party equipment)

UPS rental

all-inclusive solution for immediate Critical Power needs

SITE 799 A

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
- Dedicated 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 delivery with express shipment
- 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.*

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Model: SOCOMEC
Production: SOCOMEC
Photography: Martin Bernhart et Studio Objectif

Socomec: our innovations supporting your energy performance

1 independent manufacturer

3,600 employees worldwide

10 % of sales revenue dedicated to R&D

400 experts dedicated to service provision

Your power management expert

POWER SWITCHING

POWER MONITORING

POWER CONVERSION

ENERGY STORAGE

EXPERT SERVICES

The specialist for critical applications

- Control, command of LV facilities
- Safety of persons and assets
- Measurement of electrical parameters
- Energy management
- Energy quality
- Energy availability
- Energy storage
- Prevention and repairs
- Measurement and analysis
- Optimisation
- Consultancy, commissioning and training

A worldwide presence

12 production sites
- France (x3)
- Italy (x2)
- Tunisia
- India
- China (x2)
- USA (x3)

28 subsidiaries and commercial locations
- Algeria • Australia • Belgium • China • Canada
- Dubai (United Arab Emirates) • France • Germany
- India • Indonesia • Italy • Ivory Coast • Netherlands
- Poland • Portugal • Romania • Serbia • Singapore
- Slovenia • South Africa • Spain • Switzerland
- Thailand • Tunisia • Turkey • UK • USA

80 countries where our brand is distributed

SOCOMEC

Power Switching & Monitoring
Knowl Piece,
Wilbury Way Hitchin,
Hertfordshire SG4 0TY
Tel.+44 (0) 333 015 3002
info.uk@socomec.com

Power Conversion (UPS)
7-9 Lakeside Business Park,
Broadway Lane, South Cerney,
Gloucestershire, GL7 5XL.
Tel. +44 (0) 333 015 3002
info.uk@socomec.com

www.socomec.co.uk

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