

On-site or Remote Assistance from the Industry Leading Experts

Square D® PowerLogic®
Service Agreements



Make the most of your energySM

Schneider
Electric

Feature	Standard Support	Priority Support	Premium Support
Platform Support	SMS, ION-E & TMSCE	SMS, ION-E & TMSCE	All PowerLogic Systems
Live Telephone Support, Voice Mail, email	■	■	■
Web Access To Service Packs	■	■	■
General Support on Standard Product	■	■	■
Dedicated 800-Number (Toll-Free US)		■	■
Free PowerLogic Software Version Upgrades Shipped		■	■
2 for 1 Training (Power Management University Courses)**		■	■
Remote-Access Troubleshooting*		■	■
Senior Support Engineer Assigned to Site			■
Real Time Maintenance (RTM) *		□	■
Comprehensive support for engineered solutions			■
Monthly System Status Update			■
Remote Software Upgrades*		□	□
24x7 Support		□	□
On-site Maintenance Services		□	□

* Remote access required for these features

** Not included in Tenant Metering Software Commercial Edition (TMSCE) Priority Offer

Included ■
Optional □

The Power of Choice

You've chosen a PowerLogic® system, now choose the level of support that's right for your business.

Square D® PowerLogic® support services are second to none. As with all of our products, we offer the best experience and knowledge in the industry, to help you with all of your power management support and maintenance needs. Best of all, you can clearly and simply choose your level of service.

We stand behind our products

Standard Support

Standard Support is available with every PowerLogic® System. If you have the time and the knowledge to do-it-yourself, then we are happy to assist you with PowerLogic product installation and configuration questions.

Priority Support

The Square D® PowerLogic Priority Support program offers priority assistance by our senior technical support engineers. They can remotely connect to your system and resolve the issue while you observe or work on other tasks.

Premium Support

Premium Support provides proactive support that improves the system performance, increases system utilization and helps reduce the total cost of ownership.



Support Service Details

Live Telephone Support, Voice mail, email

- Telephone support with Technical Support Engineer to quickly answer your questions. 7:30 am - 7 pm CST
- Voice mail returned within 4 hours.
- Emails answered within 4 hours.

Web Access to Service Packs and Knowledge Base

- PowerLogic website is available for convenient downloads of service packs and knowledge base access.

General Support on Standard Products

- Answers regarding proper application of standard PowerLogic® products.

Dedicated 800 Number for Application Questions and Troubleshooting

- Access to toll free phone number answered by senior technical support engineer.
- Answers regarding proper application and functionality (including troubleshooting) of standard and engineered PowerLogic solutions.

Free PowerLogic® Software Version Upgrades

- Software version upgrades are mailed to your facility upon release.

2 for 1 Training for Power Management University

- Purchase one Power Management University course and receive one free for use by any one at the site anytime during the term of support contract.

Remote Access Troubleshooting

- Our senior technical support engineer remotely connects to computer running PowerLogic® software to resolve issues or demonstrate to customer how to perform a task.

Senior Technical Support Engineer Dedicated to Site

- Senior technical support engineer is assigned as a single point of contact for the site to answer all inquiries and expedite problem resolution by building an exclusive knowledge of the system.

Real Time Maintenance

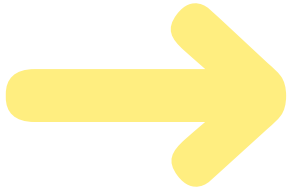
- Alerts the senior technical engineer assigned to the site of any issues occurring in the system.

Comprehensive Support for Entire Engineered Solution

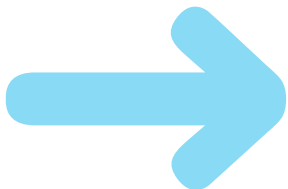
- Includes configurations, graphical interfaces, PLC programming and tailored software solutions provided by Square D® engineering services.
- Also includes support for Square D supplied 3rd party products integrated to provide engineered solution such as communication interfaces, satellite antennas, and remote input devices.
- Assistance with Power System Controls, Sequence of Events Recording (SER), Active Pager Module (APM), Water, Air, Gas, Electric, Steam (WAGES) and other engineered solutions.

Monthly System Status Update

- A monthly report detailing the current status of the system and any performance issues is sent via email by the senior technical support engineer.



Standard Support



Priority Support



Premium Support

More Support Options



24x7 Support for PowerLogic® Systems

Get more support anytime - The 24x7 service provides around the clock support for PowerLogic® systems. This gives you the help you need when you need it most. Calls received after normal business hours (7:30AM-7:00PM CDT) are routed via a paging service to a senior technical support engineer who will return the call within 1 hour. If necessary, the senior engineer will remotely connect to the system.

24 x 7 Support Feature Highlights

After Hours Support - Live support for issues that arrive during non-business hours to get your PowerLogic® system back up and running quickly. Calls received after non business hours will be returned within 1 hour.

Remote Access Troubleshooting - If remote access is required, the senior technical support engineer establish a connection to your system within 4 hours from the call back time.

Order Number	Product Description
PSUP247	24x7 Support -up to 100 devices per site

Real Time Maintenance Support for PowerLogic® Systems

Let us monitor and analyze the health of your entire system - Real Time Maintenance provides a service that monitors the system's health, status, and performance ensuring the reliability of the entire PowerLogic® system. Abnormal conditions are communicated via email to a PowerLogic® senior technical support engineer. After receiving this information, the senior engineer will remotely connect to troubleshoot the system or notify you if necessary.

Real Time Maintenance Support Feature Highlights

Performance Monitored Remotely - RTM monitors a wide range of performance indicators such as:

- Communication states
- Status of application services
- Disk space utilization
- Memory utilization
- Application web site availability
- CPU performance
- Overall system utilization

Proactive Troubleshooting - Real Time Maintenance provides proactive alerts to the senior technical support engineer for troubleshooting of any issues before they result in system outage.

Order Number	Product Description
PSUPRTM	Remote Maintenance Support

On-Site Maintenance Support for PowerLogic® Systems

PowerLogic® system application engineer maintains your system - Let the experts maintain your PowerLogic® system and protect your investment through the on-site maintenance service. On-site maintenance provides the knowledge and skills of application engineers to ensure that your monitoring system has the latest updates, desired configuration, and necessary improvements.

On-Site Maintenance Support Feature Highlights

System Fine Tuning - Improve the operation of your system with communication verification checks, updates to graphics reflecting system changes, and revisions to alarming and data logging for concise information

Correct persistent issues - System troubleshooting down to the device level with resolution, allowing the system to run at peak performance.

Order Number	Product Description
PSUPONSITE	On-Site Maintenance Support

Remote Software Upgrades for PowerLogic® Systems

Software installed remotely so that you don't have to - Software upgrades can be very time consuming and if done incorrectly can cause unnecessary downtime. Let a PowerLogic® senior technical support engineer upgrade your system and ensure that is done right the first time. This allows you to complete the work you need to get done while your system is being maintained.

Order Number	Product Description
REMUPGRADE	Remote upgrade

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