

# Industrial Repair Services

Comprehensive service solutions for any manufacturer's equipment



Testing & Repair



Remanufactured  
Equipment



Industrial  
Solutions

**Schneider**  
Electric™



**Welcome**  
to the Future...

# Schneider Electric Industrial Repair Services

The Schneider Electric global brand continues to gain awareness and recognition throughout the world as a trusted solutions provider.

With more than 40 years of experience we are the technology leader that continually sets the standard in the industrial electronic repair business.

# Schneider Electric Industrial Repair Services Sets the Industry Standard

Our commitment to clients is to supply **innovative solutions, best-in-class customer service,** and **exceptional quality** in everything we do.

## Setting the Standard

- Delivering quality quickly and consistently.
- Providing premier, accessible customer support through our nationwide network of sales representatives, large distributor network, and self service features online.
- Being customer-driven and consultative to each client's unique needs.
- Remaining on the cutting-edge of technology.
- Utilizing state-of-the-art test equipment.
- Consistently developing new capabilities through aggressive research and development.
- Being an environmentally conscientious company and helping our customers do the same.



## Did you know?

Schneider Electric™ is The Global Specialist in Energy Management™. We help make energy safe, reliable, efficient, productive, and green.

# A one-stop shop for cost-effective, high-quality solutions to support your needs

## Delivering comprehensive service solutions

### > **Repair Services:**

Repair for 2,500 brands and over 120,000 different part numbers of virtually every type of drive, HMI, PLC, I/O, circuit card, and more. Repair and update is available for Schneider Electric automation products.

### > **ReManufactured Equipment:**

Products repaired to “like new” condition and utilized as additional spares or immediate replacements. Thousands of parts available! All carry a one-year warranty and are available for immediate shipment.

### > **Migrate to the Latest Automation Platforms:**

Services to modernize your Schneider Electric automation equipment with the latest hardware and software for state-of-the-art performance.

### > **Advanced Shipment Exchange:**

Option available to receive refurbished Schneider Electric products within 24 hours for immediate problem resolution and to send your defective item at a later date.

### > **Scheduled Maintenance:**

Services customized to extend the life of your installed base and save you money.

### > **Testing and Certification:**

Diagnostic services to determine if your spares inventory is serviceable.

### > **Integrated Manufacturing Support Services:**

Subcontract manufacturing service provides solutions for production optimization.

### > **RUSH Service:**

Available for an additional fee, moves your repair to the front of the queue for faster service.



**Additional Services** are available from Schneider Electric,  
The Global Specialist in Energy Management.

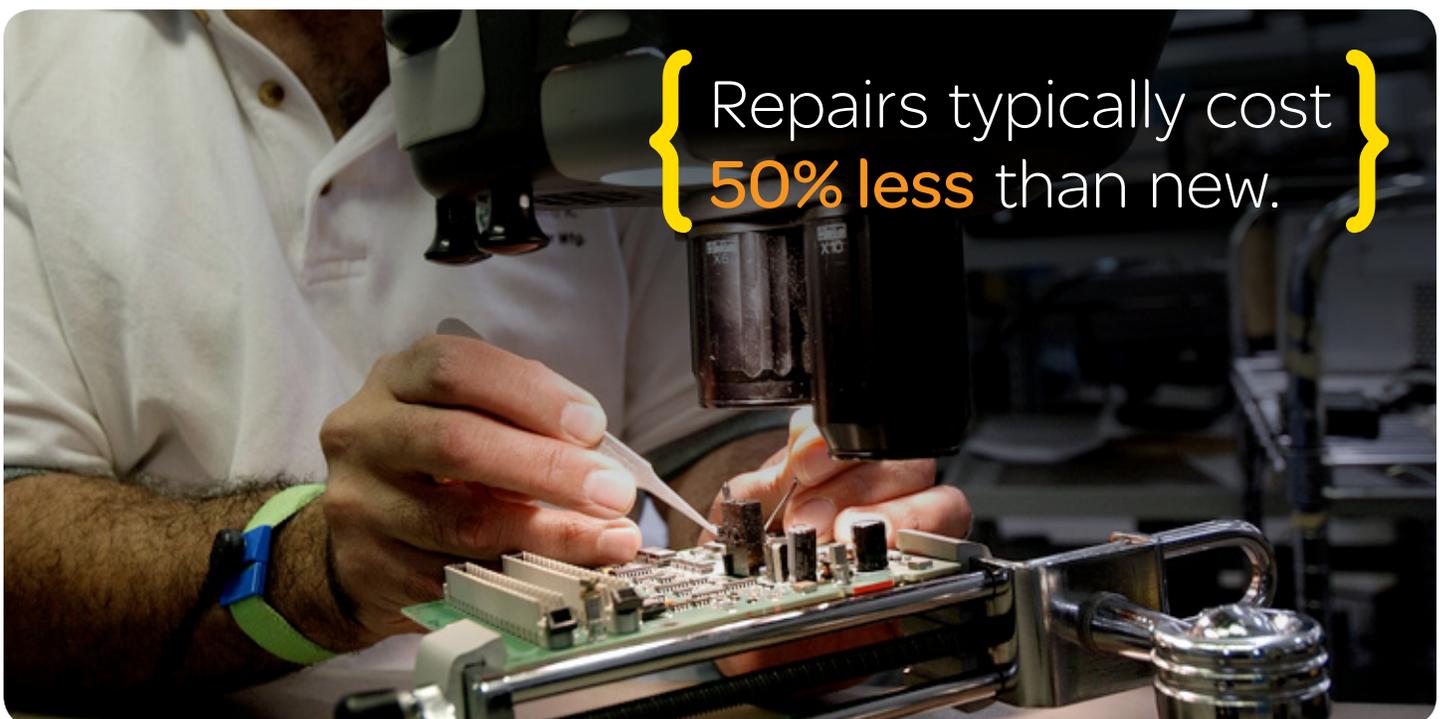
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# Repair Services

Schneider Electric offers **comprehensive industrial repair services and solutions** for any major manufacturer's equipment, at typically half the cost or less of replacing with new equipment.

## Benefits of Repairing

- **Cost Savings:** Repairs are typically half the cost or less of new replacements.
- **Quality:** OEM quality service backed by comprehensive one-year warranty.
- **Vendor Reduction:** Service multiple manufacturer's equipment simultaneously with one order.
- **Extend Equipment Life:** Keep vintage equipment operating reliably longer.
- **Quick Turnaround:** Repairs take days not weeks, and remanufactured equipment inventory is available immediately.
- **Cost Avoidance:** Avoid extra costs from unsolicited OEM upgrades.
- **Environmentally Responsible:** Repair reuses most materials for the ultimate in recycling and reduction in carbon footprint.



{ Repairs typically cost  
**50% less** than new. }

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# ReManufactured Equipment

Let us be your storeroom! We have thousands of competitively priced, remanufactured industrial electronic boards and controls in stock from most popular brands. **All carry a one-year warranty, and are available immediately for sale or exchange.**

## Benefits of Purchasing Remanufactured Equipment

- **Cost Savings:** Price substantially less than buying new equipment.
- **Quality:** OEM quality, fully reconditioned, tested, and backed by comprehensive one-year warranty.
- **Quick Turnaround:** Remanufactured equipment inventory is available for immediate sale or exchange.
- **Availability:** 365/24/7 at [www.remanelectronics.com](http://www.remanelectronics.com).
- **Purchase Options:** Use a credit card or purchase online using purchase orders (if you have a credit line with us).
- **Extended Search Capability:** Access a network with one call. If we don't have it, we'll find it.
- **Environmentally Responsible:** Remanufactured equipment reuses materials for the ultimate in recycling.



[www.ReManElectronics.com](http://www.ReManElectronics.com)

## Did you know?

We can create custom support plans to ensure the availability of critical spares.

We buy surplus inventory — Do you have too many spares? Need to find a home for equipment you just took out of operation? **Contact us today!**

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# Testing and Scheduled Maintenance Services

## Testing and Certification

Have you acquired inventory from other locations and are uncertain of the functionality of that inventory? Schneider Electric can clean, test, and certify your spares!

### Benefits of Testing and Certification:

- **Reliability:** Know that your spares are in working order when you need them.
- **Cost Savings:** Spares certification can dramatically reduce the length of downtime events, saving you lost production time, wasted materials, and labor.
- **Vendor Reduction:** Use one vendor for testing and certification of many brands and types of industrial electronic equipment.

## Scheduled Maintenance

As equipment ages, some components become unreliable. Refurbishing the equipment BEFORE it fails avoids costly downtime. We can assist in designing a program to meet your needs, extend the life of your installed base, and save you money!

### Benefits of Scheduled Maintenance:

- **Extend Equipment Life:** Use your existing installed base and spares inventory for years to come!
- **Cost Savings:** Refurbishment prices are typically less than standard repair prices.
- **Cost Avoidance:** Avoid the cost of purchasing additional spares, new equipment, and the cost of training your personnel.



**Call today** to customize your service plan.

# Migrate to the Latest Automation Platforms

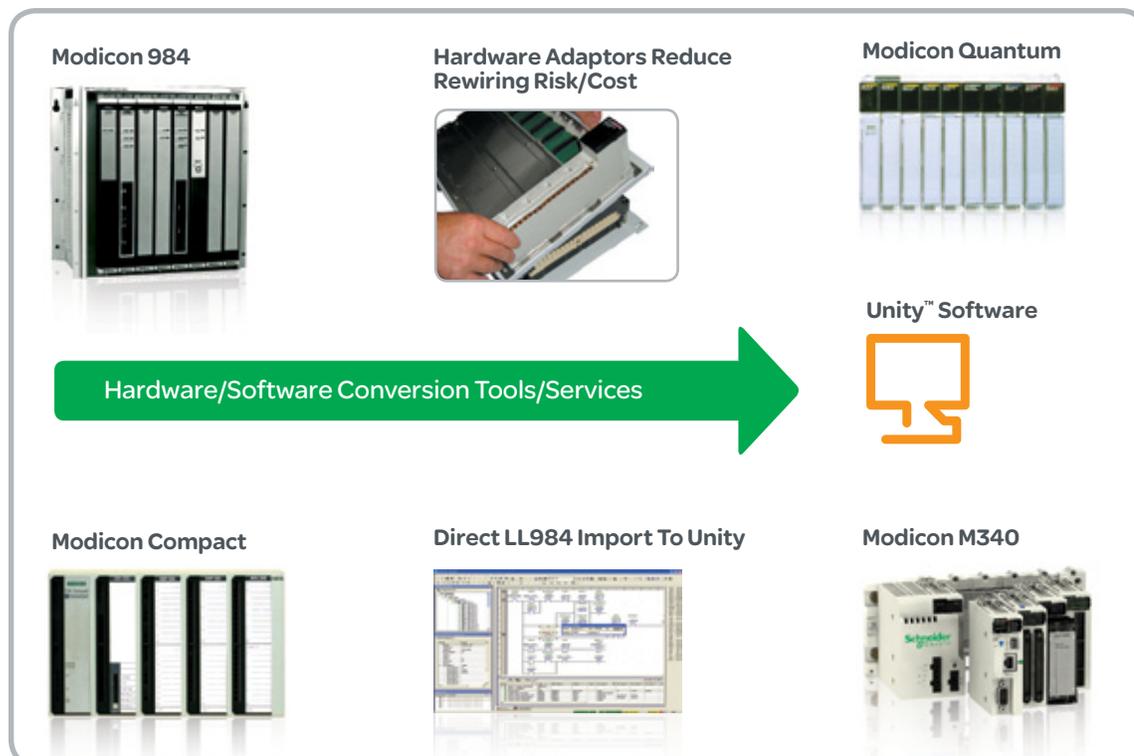
Today's Schneider Electric automation platform is built on an extensive legacy of industrial performance and reliability.

Our Modicon™ and SY/MAX™ PLCs run processes in the world's largest industrial enterprises. They allow easy access to the data needed to perform at operational efficiency.

- Take advantage of state-of-the-art performance.
- Protect your automation investment.
- Avoid rewriting existing control logic when upgrading automation hardware.

 The Schneider Electric plug-and-play migration tools help minimize the cost and risk of upgrading to world class levels of performance and reliability.

## The Journey to Increased Enterprise Efficiency



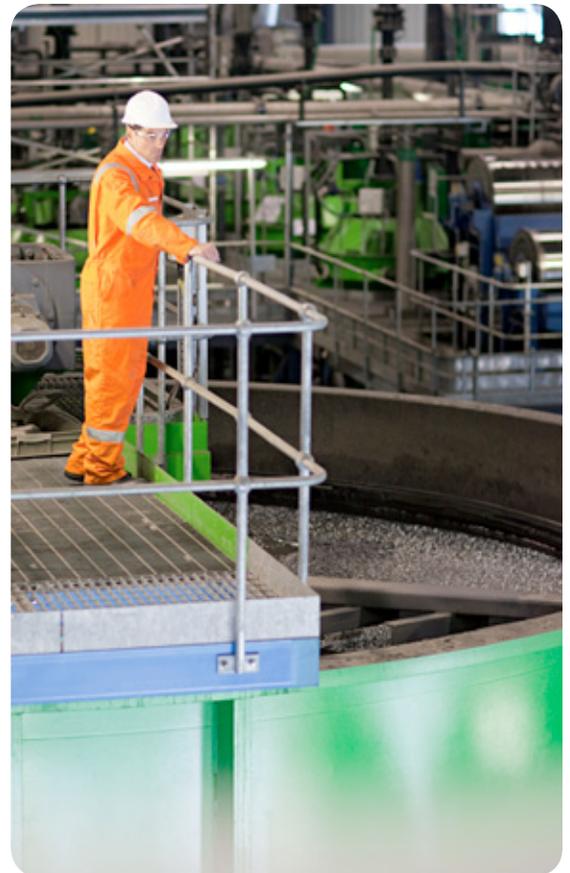
# Automation and Controls

**Supporting the latest innovations** in industrial automation, we provide services to support the life cycle of your facility's infrastructure.

## Automation and Control Services include:

Installed base services for your Schneider Electric automation equipment (Including Modicon™ Automation Controllers, Magelis™ Operator Terminals, Altivar™ Variable Frequency Drives, and others)

- **Start-up Services**
  - » Launch your new automation and control projects
  - » Upgrade your installed base as quickly and pain-free as possible
- **Network Services**
  - » Product updates and announcements
  - » Comprehensive library of technical manuals and resolution documents
  - » Firmware updates/revisions for download
- **On-site Support**
  - » On-call service coverage
  - » Annual preventative maintenance inspections
  - » Dedicated engineering staff visits
- **Software Support**
- **Technical Training**
- **Upgrade and Conversion Services**
- **Extended Warranties**



## Technical Support

Whether you require technical assistance or help with resolving a downtime issue, we will be able to connect you to the right resource.

### Schneider Electric U.S. Helpdesk

- Phone: 1-888-778-2733, option #1
- Email: [customer.services@schneider-electric.com](mailto:customer.services@schneider-electric.com)

# Which Industries Depend on Schneider Electric for Electronic Repairs?



## Infrastructure

- Agriculture
- Air transportation
- Engineering and research
- Government services
- Heating and air conditioning
- Hospital and health services
- Distribution services
- Measurement equipment
- Ports and shipping
- Railroad transportation
- Recreation and amusement
- Transportation equipment
- Warehousing
- Water and wastewater



## Discrete Manufacturing

- Aerospace
- Apparel manufacturing
- Automotive
- Electrical manufacturing
- Electronics manufacturing
- Furniture manufacturing
- Machinery manufacturing
- Printing and publishing
- Textile manufacturing



## Process Control

- Aluminum
- Bottling
- Canneries
- Chemical manufacturing
- Electric power distribution
- Food processing
- Gas pipeline/gas distribution
- Lumber and wood products
- Mining
- Oil and gas extraction
- Petroleum refining
- Plastics manufacturing
- Primary metal industries
- Pulp and paper
- Steel
- Stone, clay, glass, and concrete
- Tire and rubber



**All of these and More!**

# You Have the Power to Choose...

## One Vendor —

### > To Support Your Industry

We have decades of experience servicing the repair needs of discrete manufacturing, process control, and infrastructure industries.

### > To Reduce Transaction Costs and Save \$\$\$

We will provide solutions to your repair needs and you only have to deal with one source.

### > To Support All Your Automation Repair Needs

Our team has experience with more types of equipment and a broader suite of service solutions than anyone else in the business.

### > To Work Through Your Distributor or Integrator

And get the industry's best repair services from Schneider Electric Industrial Repair Services.



Infrastructure



You provide the services that we all take for granted — you need to be running and available 24/7.



Discrete Manufacturing



You can't afford to waste time, money, or risk downtime.

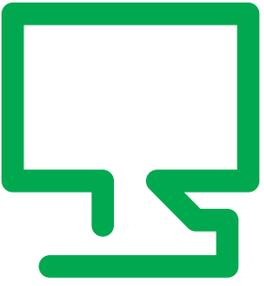


Process Control



From regulatory process controls to material handling — you get the product out.

Schneider Electric Industrial Repair Services:  
Reliable Support to Keep You Going!



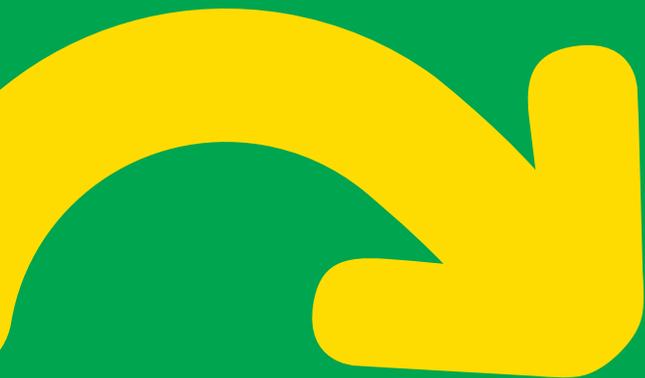
[www.schneiderelectricrepair.com](http://www.schneiderelectricrepair.com)



# 75%

of Fortune 500 industrial companies  
rely on **Schneider Electric**  
**Industrial Repair Services** for  
electronic service solutions.





**Ship repairs** to Schneider Electric Industrial Repair Services  
USA: 235 Burgess Road, Greensboro, NC 27409  
Canada: 5985 McLaughlin Road, Mississauga, ON L5R 1B8



**Call** USA: 800-950-9550 Canada: 877-677-8151



**Visit us online** at [www.schneiderelectricrepair.com](http://www.schneiderelectricrepair.com)



**Find a Distributor** in your area, at [www.schneiderelectricrepair.com](http://www.schneiderelectricrepair.com)

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