

## Product package benefits

- Simplified enquiry and order process
- Co-ordination of product suppliers
- Reduction in your time and effort
- Speed of response
- Technically compatible products
- Specification compliance
- Reduction of technical and commercial risk



Ground mounted transformer

## Product package charter

### At the enquiry stage:

On receipt of your enquiry, a Commercial Engineer will be assigned to manage the enquiry and answer any technical or commercial issues which may arise. This person will be your single point of contact responsible for your quotation.

#### You only have to

- Send your enquiry

#### We will

- Review the enquiry specification
- Provide our expertise to check accuracy of specification and ensure interoperability
- Determine which suppliers need to be involved (Schneider Electric and / or third parties)
- Break down your specification to enable pricing of the individual elements
- Co-ordinate any sub-quotations and resolve suppliers' queries
- Maximise competitive pricing through strong buying power
- Compile a composite quotation covering total scope
- Co-ordinate all post tender queries

### At the order stage:

On receipt of your order, the Commercial Engineer will manage the contract and answer any technical or commercial issues which may arise. This person will be responsible for the delivery of your product package.

#### You only have to

- Place your order

#### We will

- Review and clarify the order specification
- Place orders with individual suppliers
- Expedite delivery from individual suppliers
- Co-ordinate supplier deliveries to site
- Verify product complies with specification
- Co-ordinate payments to suppliers



Genie Evo vacuum circuit breaker

## Schneider Electric Projects & Services

### Customer centre

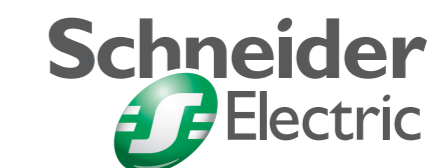
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## Schneider Electric Projects & Services Product packages

*Delivering tailored solutions for your business*



www.schneider.co.uk



## What is a product package?

Schneider Electric is renowned as a technologically advanced manufacturer, which has given us an enviable position as market leader for many of our products.

Our product packages allow you to purchase multiple product ranges through one point of contact. A dedicated team of product experts within our Projects activity, solely managing and co-ordinating the product packages, reduces your time and effort when ordering multiple products.

Their knowledge, experience and hands-on approach, not only cover Schneider Electric products, but also extends to other suppliers' products.



SAIF feeder pillar



Ringmaster C ring main unit

## Product package scope

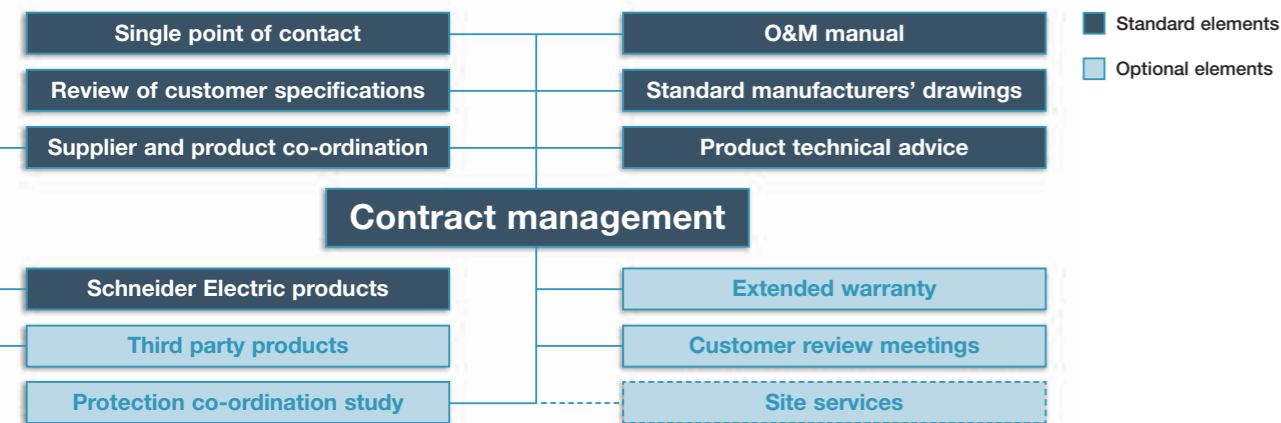
The product package can be selected from an extensive range of Schneider Electric products such as:

- Medium Voltage switchgear (fixed and withdrawable up to 33kV)
- Low Voltage feeder pillars
- Indoor and outdoor Low Voltage switchgear using circuit breaker or fuse technology
- Liquid and dry type transformers
- Busbar trunking and power factor correction
- Motor Control Centres

These can be supplemented by additional products from the Schneider Electric range or third party suppliers where required.

### How we deliver your product package smoothly:

The diagram below illustrates typical elements required to deliver your product package. These elements ensure a smooth, timely, co-ordinated manufacture and delivery of your offer. For your convenience these elements are explained overleaf in more detail.



## Product package elements – explained in more detail

### Standard elements

#### Contract management

A centralised contract management service ensures the smooth delivery of products to your chosen location at the agreed time. Contract management takes care of all aspects of your product package – co-ordination from order review, provision of technical documentation and the agreement of a delivery programme (expediting the manufacture and delivery to site), and provision of equipment hand-over documentation.

#### Single point of contact

Your single point of contact is accountable for providing you with status information regarding all aspects of your product package.

#### Review of customers' specifications

Our engineers will carefully review all of your requirements and specifications to ensure technical compliance and compatibility with the proposed package.

#### Supplier and product co-ordination

The product package could be sourced from several Schneider Electric product activities and / or third parties. This demands effective co-ordination and logistics to manage the technical and commercial issues, manufacturing lead-times and delivery.

#### O&M manuals

We will provide our standard literature, giving full operational details of our equipment and systems to enable safe installation, operation and maintenance.

#### Standard manufacturers' drawings

We will provide equipment general arrangement drawings, also schematics (where applicable), detailing the equipment being provided.

#### Product technical advice

We provide one point of contact for technical issues, providing access to a team of technical product experts.

### Optional elements

#### Protection co-ordination study

Our protection co-ordination study engineers will identify the optimum protection settings for the equipment supplied to ensure that your personnel and electrical network are properly protected and supply availability is maximised. A comprehensive report detailing the analysis and required settings will be provided.

#### Extended warranty

For further peace of mind, we recommend the option of an extended warranty for Schneider Electric capital plant equipment, subject to agreement. Extended warranties should be purchased before your standard product warranty expires.

#### Customer review meetings

Mutually agreed review meetings can be held to report and discuss product deliveries, planning milestones, engineering, and address or clarify any technical or commercial issues to minimise any risk of delays.

#### Site services

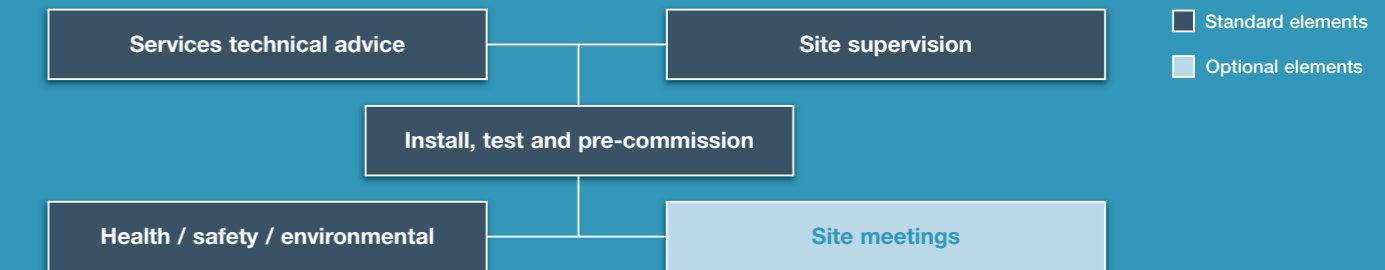
Site services associated with your product package are available from our services activity (see opposite page).



Okken low voltage switchboard

## Site services to enhance your product package

A range of services is available from our Services activity, including the installation of your product package. The diagram below illustrates typical elements provided if you choose to use our Services activity to install, test and pre-commission your product package. These elements ensure smooth, timely and co-ordinated installation of your products.



- Dedicated point of contact to manage your sitework
- Site services from offloading and craneage, through site installation and testing
- Site meetings as agreed
- Site supervision by an experienced lead engineer
- Rigorous planning and documentation to ensure health and safety requirements and obligations are met

## Are all your requirements met?

If your requirements are outside the scope of the product package and services offers outlined in this brochure, then our Projects & Services customer centre will be pleased to discuss your needs. Our capabilities encompass consultation, project management, design and supply of systems and equipment, and full support throughout the lifecycle of your installation.

