



RTU and SCADA system spares and repairs

If you are responsible for a SCADA, metering or a PLC system which performs a key role in the smooth running of your business, having the right spares on hand and a defined route for repair of equipment are an important part of ensuring the system stays in good health throughout its operational life.

Schneider Electric has experience in providing a wide range of spares services to help you get the best from your system investment.

repair service



Spares

For control systems performing essential monitoring and control functions, we believe that an on-site spares pool of the right size is a key element to effective first line hardware support. Should an element of the system require off-line repair, having the right spares available to swap into the system will minimise business interruption whilst the repair is carried out. We work with our customers to ensure the correct on-site spares profile is held, maximising availability of the system.

Contract spares

Spares can be ordered along with any main contract. We can advise recommended spares holding taking into account the anticipated life of the system.

Ad-hoc spares requirements

Spares can be ordered throughout the lifetime of the installation.

Availability

Our target is to be able to supply spares for a minimum of 10 years from product release. With the current rate of development for integrated circuits in industry, component lifecycle is shortening. When component availability is limited we advise customers in advance to allow them to ensure they have the appropriate level of spares for the future.

Long term support

We are currently supporting equipment and providing repairs services on hardware which is in excess of 20 years old. When component obsolescence gives us difficulties, we turn to our experienced hardware design team to find functionally compatible alternatives.

Manufacturer's warranty

All new spares supplied and equipment returned to customers following repair are backed by the full manufacturer's warranty.

Repair service options

We offer various repair service options to ensure that the customer's spares pool of equipment is maintained during the lifecycle of the system. For equipment out of warranty, equipment repairs can be undertaken either on a case by case basis or under an annual maintenance contract. Our factory is equipped with automatic, functional and bench test facilities for repairing circuit cards. In addition we have in-house capability which replicates real system environments as close as possible enabling fault conditions to be replicated and investigated.

Standard repair service

Modules returned under this repair service will be logged and passed through a full inspection, test and repair cycle. Once repaired, the module will be shipped back to the customer's site or alternative collection point.

Repair exchange service

Modules returned under this service will be exchanged for a functionally equivalent unit which will be dispatched on the next working day. This service is designed to suit customers with a minimum spares holding, where the logistics of equipment away for a long periods being repaired is impractical. All units are passed through a full inspection, test and repair cycle prior to dispatch.

Third party repair service

We are also able to manage the repair process for equipment originally supplied by Schneider Electric but manufactured by a third party.