Schaffner Services
First-class service must be tailored precisely to the products and match the customer's needs – at Schaffner this is exactly our aim. We attach great importance to our services, which is why, together with selected partners, we offer a global network of highly qualified experts.

From pre-sales to after-sales services – our specialists accompany you during the entire process: from selecting the right product to commissioning and maintenance, whether at your location or in one of our nearby service centers.

At home all over the world – we provide you with support independently of your location. Thanks to our comprehensive service network comprising in-house service engineers and external certified partners, we are able to guarantee you a quick professional and correct service, wherever in the world your location is.

Pre-sales service

- Pre-sales service application assistance
  Well-grounded expert knowledge and practical experience sable for competent advice. Our specialists will work together to find the optimum solution for your requirements in network quality.

- Product design
  When selecting components, your requirements are of utmost importance. Our pre-sales team will assist you not only in the selection, but also in the implementation and calculation of the required components from our entire power quality product portfolio.

Power quality measurements
  Our specialists will perform an analysis of your low-voltage network using advanced metrology. Based on the results, documented in a measurement report, we will show you concrete possible solutions, including suitable products. International standards, such as EN 61000-4-30 or EN 50160, will, of course, be complied with.

- PQS Power Quality Simulator
  You can use the PQS Power Quality Simulator PQS to check and calculate your requirements from a large database of converters, filter components and evaluate the required filter sizes of your power quality product:

  https://pqs.schaffner.com

Power quality lab
  Whether you require a test run at full load or an inspection according to specific power quality standards: at our headquarters in Luterbach (Switzerland), we will carry out any types of measurements for you in our «Drive Lab» and «PQ Lab» testing facilities.
All the important information, documents or checklists can be found at any time in our Download section for perusal and downloading:

- www.schaffner.com/de/service/pre-sales/downloads
- www.schaffner.com/de/service/after-sales/downloads

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### After-sales service

<table>
<thead>
<tr>
<th>I Extended manufacturer’s warranty</th>
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<tbody>
<tr>
<td>An extended manufacturer’s warranty provides additional security and protects your investment. For numerous power quality products, we therefore offer an extended warranty of up to three additional years following the normal warranty period.</td>
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<tr>
<th>I Maintenance agreement</th>
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<tr>
<td>Regular maintenance is indispensable to ensure trouble-free operation of your systems. When you purchase one of our products, you can opt for a maintenance agreement – we will take care of all that is required, tailored to your needs. You will find the respective maintenance plan for your power quality product in the operating instructions or in any Schaffner service manual.</td>
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<tr>
<th>I Health check</th>
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<tr>
<td>Is the power quality filter still properly configured? Does it still work faultlessly? Is maintenance due? Our services portfolio for power quality products also includes functional tests, on site or in the nearest service center. Our engineers or commissioned service partners will test the device and adjust the settings on site, if required. In case of comprehensive reconfigurations, we offer commissioning, power quality measurements or remote support.</td>
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<tr>
<th>I Consumables</th>
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<tbody>
<tr>
<td>Do you need consumables, does a defective fuse or a fan need to be replaced? For all power quality products, we have a comprehensive range of consumables ready. You can either perform a replacement yourself or we will send you a qualified service engineer who will perform the work for you.</td>
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<tr>
<th>I Technical remote support</th>
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<tbody>
<tr>
<td>Do you need technical support for power quality products or do you have any questions on technical issues? Our local Schaffner service centers are at your service.</td>
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<tr>
<th>I Schaffner training program</th>
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<tr>
<td>Do you want to be able to perform maintenance yourself or do you want to be prepared for malfunctions? We offer our partners basic training for maintenance, commissioning or troubleshooting.</td>
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</table>
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