



SEL POWERMAX® Life Cycle Support

Customizable Service and Support Programs

Protect against misoperations and promote the continued health of your power management system with SEL POWERMAX life cycle support. Our engineers work with you to implement safeguards against potential blackouts, carry out proactive inspections, recommend measures for preventative maintenance, deliver actionable post-event analysis and reports, and provide comprehensive technical support.

Customer Benefits

- Access to expert power system engineers
- Guaranteed service response times
- Customizable service plans that support business and operational requirements
- System awareness with periodic health reports and data analysis
- Real-time system modeling and risk assessment
- Comprehensive technical review and compatibility testing prior to implementing system changes
- A dedicated simulator that mimics your POWERMAX application to enable root-cause analysis and system diagnostics
- System upgrade recommendations
- System training for site personnel

SEL SCHWEITZER ENGINEERING LABORATORIES

SEL Engineering Services

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Support Services Tailored to Your Needs

SEL understands that different factors drive each organization—factors such as risk profile, system location, environmental considerations, safety margins, and more.

We offer customizable support plans, including a mix of remote, onsite, and office support to match your system and operational needs.



Remote Support

- Active alarm system response and problem solving
- Real-time evaluation of system operations by dedicated engineers
- System health diagnostics and maintenance



Onsite Support

- Comprehensive diagnostics, maintenance reviews, and troubleshooting
- Education and training for site personnel



Office Support

- Monthly technical analysis of relevant service bulletins, firmware updates, software patches, and disclosed vulnerabilities
- Identification of system settings changes
- Dedicated customer service from SEL engineers