



## → **SEL POWERMAX® Life Cycle Support**

### Customizable Service and Support Programs

Protect against misoperations and ensure the continued health of your power management system with SEL POWERMAX life cycle support. Our power system experts partner 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
- Customizable service plans that support business and operational requirements
- Guaranteed service response times
- Event root cause analysis
- Real-time system modeling and risk assessment
- System awareness with periodic health reports and data analysis
- Comprehensive technical review and compatibility testing prior to implementing system changes
- System upgrade recommendations
- System orientation for site personnel

**SEL** SCHWEITZER ENGINEERING LABORATORIES

SEL Engineering Services

[esinfo@selinc.com](mailto:esinfo@selinc.com)

[selinc.com](http://selinc.com)

## Support Services Tailored to Your Needs

At SEL, we understand each organization is driven by different factors, such as risk profile, system location, environmental considerations, safety margins, and more.

We offer three tiers of customizable support coverage based on the nature of your system and operations—whether your facility requires rapid-response support, periodic assistance, or something in between.

	Mission-Critical ↓	Priority ↓	Standby ↓
<b>Technical Expert Availability</b>	Within 1 business day	Within 2–3 business days	Within 5 business days
<b>Support Response Initiated</b>	Next business day	Next business day	Within 3 business days
<b>Issue Characterization and Prioritization Time Frame</b>	Within 24 hours of support response initiation	Within 3 business days of support response initiation	Within 5 business days of support response initiation
<b>Routine Onsite Inspection and Support</b>	2 three-day onsite support visits per year	1 three-day onsite support visit per year	Provided on customer request*
<b>Event Root Cause Analysis</b>	Included	Included during office support hours	Provided on customer request*
<b>Call-Out Options for Onsite Work</b>	Available*	Available*	Available*
<b>SEL Engineering Support From Pullman Office</b>	120 hours of office support	60 hours of office support	20 hours of office support
<b>Simulator Availability</b>	Static simulator with main system components (or equivalent) maintained by SEL and ready for quick configuration	Static simulator with main system components (or equivalent) maintained by SEL and ready for quick configuration	Static simulator may be set up and configured upon request**
<b>Updates/Patches/Fixes/Alerts</b>	<ul style="list-style-type: none"> <li>Monthly reporting of service bulletins, firmware updates, software patches, and disclosed vulnerabilities</li> <li>Technical analysis of available updates</li> <li>System health analysis</li> <li>Settings change identification</li> </ul>	<ul style="list-style-type: none"> <li>Monthly reporting of service bulletins, firmware updates, software patches, and disclosed vulnerabilities</li> <li>System health analysis</li> </ul>	Alerts deemed critical for your system

\*Subject to SEL per diem and mobilization rates based on customer location.

\*\*Additional charges apply.