

CUSTOMER SERVICES

Reliable

Directly present in more than 70 countries and servicing its products in more than 150 countries worldwide, a team of qualified engineers is available 24/7/365 to support your UPS system to ensure power quality and availability to the most critical loads.

Excellent

Legrand's competitive edge lies in its ability to provide high value-added UPS systems and services for both end users and business partners.

For Legrand, creating value means coming up with solutions for lower energy consumption, but also integrating product design into the overall development process.

With around 200 000 catalogue items, the Group also provides all products required for electrical and digital building installations, particularly as integrated systems, finding solutions to fit everyone's needs.

Tailor-made

Legrand offers a complete range of specific solutions and services to meet customer requirements:

- Technical pre-sales support at the project design stage
- Factory acceptance test
- Supervision of installation, testing and commissioning, site acceptance test
- Operator training
- Site audit
- Warranty extension
- Annual maintenance contract
- Fast intervention on emergency call

SUPPORT



SITE INSPECTION, INSTALLATION SUPERVISION.

We perform a comprehensive check of the UPS environment to ensure safety and fault-free operation. Our technical experts give manufacturer's recommendations to the site engineer or electrical contractors, and supervise the UPS installation before load power-up.

SITE TEST, COMMISSIONING.

Our Service Engineers conduct rigorous site tests and full setting-up of the UPS system before going live. They also perform site acceptance tests according to your requirements. Commissioning operations for all UPS are carried out by qualified engineers to guarantee seamless start-up. After the final handing over of the UPS system, a Test and Commissioning report is delivered to you.

TRAINING



We offer on-site training to ensure your equipment's safe and efficient operation. Troubleshooting courses are also available in our plants for intensive hands-on practice on UPS training equipment.

MAINTENANCE



PREVENTIVE MAINTENANCE

Electronic equipment and power systems, such as UPS, contain life-limited components and parts that must be replaced according to the manufacturer's specifications.

To ensure optimal performance and to protect your critical application from potential downtime, it is crucial to perform

preventive maintenance operations on a regular basis and replace parts when needed. Our Service Contracts include cleaning, IR thermography, measurements, functional tests, event log and power quality analysis, battery health check, hardware and software upgrades, and technical reports. A Preventive Maintenance Plan is one of the most cost-effective actions that can preserve your initial investment and ensure your business continuity.

CORRECTIVE MAINTENANCE, EMERGENCY CALL

In the event of an Emergency Call, our worldwide service network, with engineers and spare-parts stocks strategically located as close as possible to your site, guarantees a fast intervention time with 24/7/365 assistance.

After connecting his laptop to your UPS, very powerful diagnostic software helps our engineer to identify the fault, thus ensuring short MTTR (Mean Time To Repair).

Corrective actions are performed such as part replacement, adjustments and upgrades to return the UPS system back to normal operation.