

AFTER-SALES SERVICES



OUR VALUE PROPOSITION IN

AFTER-SALES SERVICES FOR TRACTION POWER SYSTEMS

- Increase product lifespan
- Reduce repair costs
- Facilitate problem solving
- Reduce operational costs
- Increase system availability
- Minimize failures
- Plan for obsolescence

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COMPETENCIES

Through a full range of after-sales solutions, Sécheron ensures **project continuity** and high performance of the equipment while maximizing the life cycle of traction substations and power supply stations while minimizing the operational costs and risks of the end users.



APPLICATIONS

Thousands of customers and users in railway and other industries place their trust in the excellence of Sécheron products every day. It is a privilege to have earned their trust with the awarding of the initial project.

The lasting nature of Sécheron equipment allows us to have this trust, placed at the beginning of the project, grow throughout the entire product lifecycle.

Sécheron is not only an equipment manufacturer, but also a flexible and reliable partner for all after-sales related questions.

We support your business with a wide range of services from the supply of specific spare parts, repairs, or system and product training. Furthermore, our experts assist with custom solutions in case of any obsolescence or replacement needs, and perform the maintenance of equipment delivered.

SERVICES

Spare Parts Supply & Obsolescence Management

Customers benefit from having spare parts while saving time and money.

Availability of spare parts is crucial for fast repair, and minimum downtime of the traction substation or power supply equipment. With spare parts on hand, customers avoid urgent delivery costs, long lead times and difficulties in obtaining special parts.

Sécheron can assist to define the appropriate quantity of spare parts required per project for preventive and corrective maintenance, as well as the required tools.



Original spare parts will be supplied throughout the project lifetime. In case of obsolescence, Sécheron proposes and supplies equivalent spare parts.

Repairs & Calibrations

Sécheron maintains specialized Service Centers around the globe to offer repair and overhaul activities on a local basis.

Activities include efficient diagnosis and repair of both electronic components as well as all switching devices subject to regular wear. After the repair, appropriate testing complying with applicable procedures and international standards ensures continued high quality, reliability and safety of our products.

Lead times for any repair can be reduced below standard lead times under specific agreements.



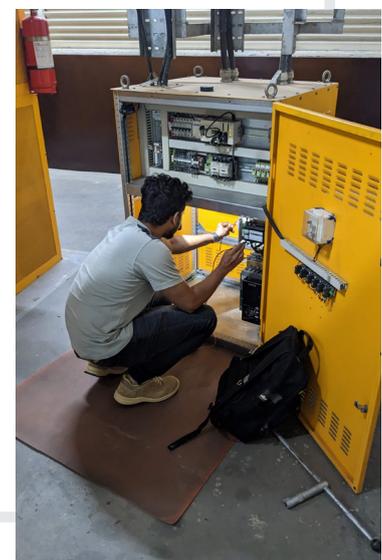
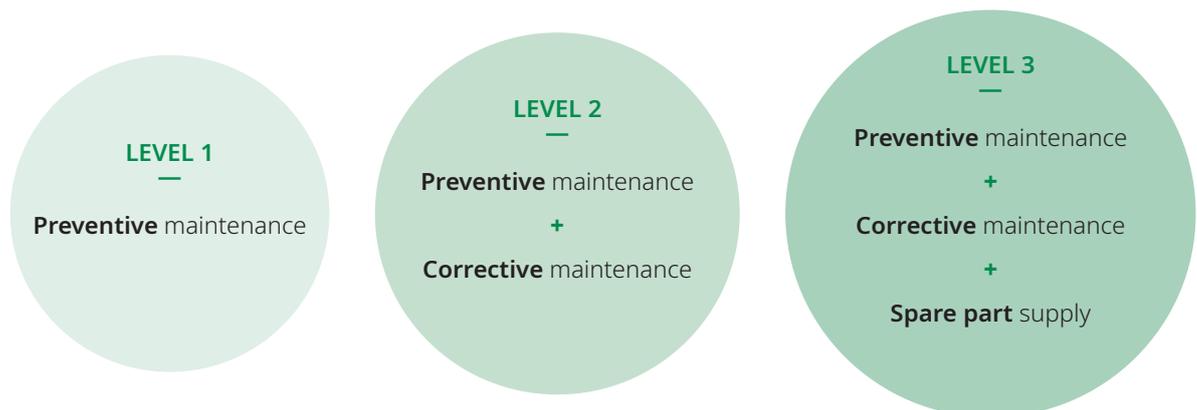
Service Level Agreements & Maintenance Contracts

Subcontracting preventive and corrective maintenance activities is a prospect to a growing number of operators. Maintenance on the equipment prevents breakdowns, malfunctions and helps to detect premature wear as well as obsolescence of the equipment.

By detecting and addressing minor issues early through specific maintenance, the end-users can avoid more extensive and expensive repairs down the line. Regular maintenance is often significantly cheaper than major repairs or overhauls.

Properly maintained equipment allows the traction substation and power supply equipment to operate more efficiently and perform at its optimal level. This can lead to a longer equipment lifespan and delay the need of future investments (CAPEX).

/// **Different models are available upon request:**



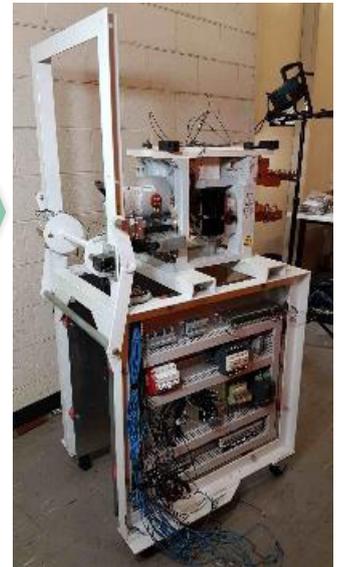
SERVICES

Modernization & Retrofits

As an expert of traction substations and power systems, Sécheron is a reliable partner by proposing solutions to customers' needs and concerns where existing substations need to be upgraded or some obsolete elements need to be replaced.

Such modernization and retrofit projects include:

- Modernization by replacing outdated protection relays by state-of-the-art SEPCOS
- Replacement of obsolete circuit breakers with Sécheron's UR series high speed circuit breaker
- Extension of existing substation with additional functionality such as power upgrade, additional feeders, line test, control & protection systems, etc.



Technical Support

Technical assistance and troubleshooting can be provided on-site or on-line.

On-site support includes:

- Short-circuit and performance tests
- Substation audits and diagnostics
- Software upgrades and configuration updates
- High current injection test (IDS testing)
- Protection relay testing

Any request can also be raised on-line, through the dedicated ticketing homepage.



Digital Services

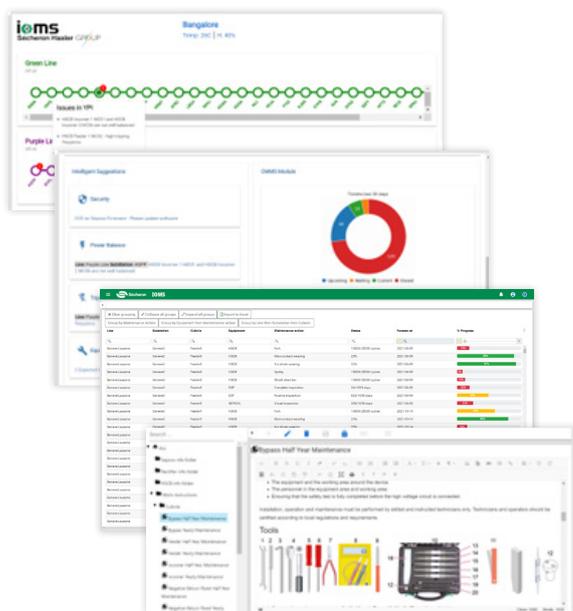
Intelligent Operation and Maintenance System is a software as a service (SaaS) for data transfer and analysis, to optimize substation operations and support maintenance activities.



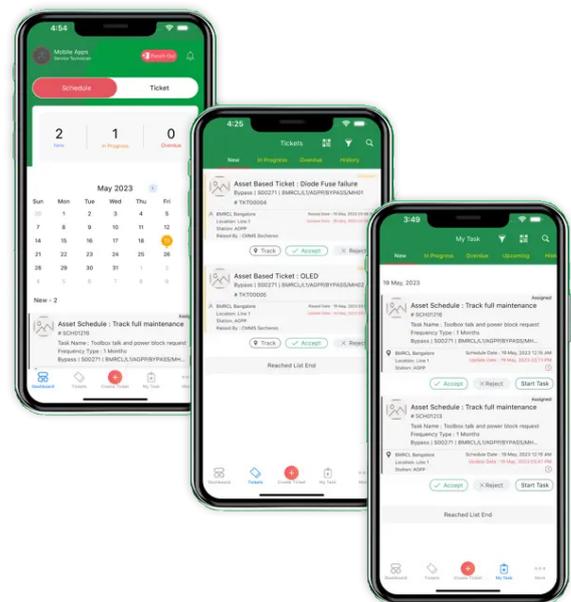
IOMS is composed of two main modules:

- Intelligent Operation – For remote monitoring, tracking, fault reports and diagnostics of problems
- Maintenance – Predictive wear of components, assignation of tasks and interface to ERP system

Web Interface



Mobile Application



Training & E-learning

Trained personal is the pillar for any efficient service intervention.

Depending on your need, we provide:

- System training to enable you to perform preventive and corrective maintenance on system level
- Component training that allows to perform detailed preventive maintenance of switching devices

Training material can be accessed through Sécheron e-learning platform at your convenience.



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OUR LOCAL PARTNER SERVICE POINTS

OTHERS

📍 Argentina

Egypt

Finland

Indonesia

Korea

Morocco

Portugal

Taiwan

Serbia / Bosnia



SÉCHERON'S SALES OFFICES

Find out our sales offices, as well as partners selling Sécheron's products, on our website!

www.secheron.com/worldwide/

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