

SERVICES

Service plans
to maintain
and optimize
equipment

Quality Products | Quality Service | Quality Support



SERVICES FOR SPECIFIC INDUSTRIES

At Legrand we understand that different industries have different requirements.

As specialists in electrical and digital building infrastructure, we have a combined global knowledge base of different industries, and critical infrastructure.

We specialise in the following industries, providing comprehensive solutions and services, based on specific project requirements:



DATA CENTERS



HOSPITALITY



COMMERCIAL



INDUSTRIAL



HEALTHCARE

Understanding your business needs, is our business.



SERVICES FOR YOUR PROJECTS



Legrand South Africa has entered into a new business model of service level agreements with strategic partners, enabling us to offer direct installation and after sales services.



Working with our partners, we are able to provide in house CAD services for your project needs, as well as ensuring that Legrand products fit the application.



We have qualified C1 and C3 Engineers and Technicians in Cape Town, Johannesburg and Durban for all projects in South Africa but also supporting countries like Botswana, Namibia and Zambia.



Our after sales support system allows for Tier 3 level support on datacenters with a dedicated service support line.



Dedicated after sales service technicians ensure that the backup power solutions deliver the highest standard of performance and reliability, at minimal cost. Factory trained technicians are capable of dealing with virtually any repair or breakdown that may occur.



SERVICES AVAILABLE



TRANSFORMERS

- Various packages are available to suit specific customer requirements
- Transformers included in our service division ranges from 650kVA to 3000kVA



BUSBAR

- Busbar installation services available ranging from 63A to 6000A



UPS

- Comprehensive UPS services available, ranging from planning phase to maintenance



DISTRIBUTION BOARDS

- Services for Distribution Boards from pre-sales to switch on and maintenance.





The lifespan of a dry-type transformer can be prolonged to as much as 25 years, provided the required services and maintenance is carried out in accordance with manufacturer specifications.

- Installation and commissioning
- Enclosure building up to IP31
- FAT and SAT capabilities
- Service level agreements
- Power factor monitoring
- Thermal Imaging



Type of Transformer	Type of Inspection and Frequency (months)		
	Visual	Visual and Mechanical	Visual, Mechanical and Electrical
Dry type (rated power up to 1250kVA)	2	12	36
Dry type (rated power above)	1	12	24



Busbar systems are a critical part of transporting power to the points where it is required.

It is critical that planning of the busbar system is done correctly from inception. Our team will assist with design and CAD modelling to get an easy view of the completed installation.

Our engineers will also be on site for installation and commissioning, as well as after sales services.



Pre-sales services:	Sale to Switch-on:	After-sales service:
<ul style="list-style-type: none"> • CAD product modelling • Product Proposal for tender or quote • Technical specifications 	<ul style="list-style-type: none"> • Site inspection • Project management • Installation • Site test & commissioning of low to high voltage busbar up to 6300A 	<ul style="list-style-type: none"> • Site audits • Enhancement proposals • Thermal Imaging



CLEANER GREENER ENERGY



Circular economy

We are committed to creating a system that involves all stakeholders to share values, objectives and actions in order to control and reduce the environmental impact of all our economic and production processes, reduce waste and environmental impact and transform what would once have been defined as «waste» into new resources.

Controlling these aspects has an impact on the entire life cycle of the product, starting from the design of new concepts and new specifications for the materials the UPS is made of; this is possible through responsible design and procurement processes (so-called «green procurement»), with a strong focus on research and the use of innovative materials from the circular economy and alternative raw materials. When a product ends its life, all these materials can become high value-added resources that can be used in other production cycles.

Digitalization

New information technologies allow us to reduce the use of several paper documents in favor of the digital format: in this way the information is always and everywhere accessible from a PC or smartphone and at the same time we can avoid the felling of many trees.

Digitization also becomes an important driver of the circular economy, since it allows the use of tools for performance data analysis and preventive diagnostics, both useful for optimizing the life cycle and durability of the product.





Efficiency

Our R&D team is constantly working on the development of increasingly efficient UPSs that allow high and incremental performance with minimum energy dissipation; with regard to CO₂ emissions, we are implementing processes and products that represent an improvement in the percentage of carbon footprint compared to the past.

But efficiency is not only synonymous with high performance. For us, efficiency also means ecodesign: this implies that the UPS is designed to be easily repaired, maintained and it's easy to separate its components.

This means increasing the durability of our UPSs and the possibility of reusing and recycling them at the end of their life.



EPD/PEP

For each product family we draw up an EPD (Environmental Product Declaration) or PEP (Profil Environnemental Produit) in line with ISO 14025: it is a declaration that is a sort of environmental photograph of the product.

The EPD is drawn up according to the concept of Life Cycle Assessment: it examines the environmental impact of a product throughout its life cycle, from the development of product specifications to the choice of materials to be used and the end-of-life destination of the product itself.



EN 62040-4 certification

IEC 62040-4:2013 specifies the process and requirements for declaring the environmental aspects of uninterruptible power systems (UPSs), with the aim of promoting the reduction of any negative environmental impact during the complete life cycle of UPSs.

This product standard is harmonised with applicable generic and horizontal environmental standards and contains further details relating to UPSs.



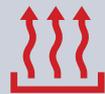
LEADING CAUSES OF UPS FAILURES

1. Battery Failure
2. Abnormalities in power supply (dirty power)
These abnormalities can include low power factor, voltage variations, frequency variations, and surges.
3. Firmware updates
4. Human Error
5. Electronic component failure

80% of UPS failures can be avoided by carrying out regular Planned Preventative Maintenance.

This can also increase the lifespan of your UPS by up to 25%

Factors influencing UPS and component lifespan:



HEAT



DUST



HUMIDITY

EXPECTED COMPONENT REPLACEMENT TIMELINE

1st Battery Replacement



2nd Battery Replacement



Capacitor / Fan Replacement





We provide 3 main categories of services for UPS systems:

- Pre-sales services
- Sale to switch-on services
- After-sales services

We have services set up for every step of the journey, because every part of the process is critical, and can lead to catastrophic failure if not done correctly.

Maintenance and service on a UPS is equally, if not more important than the actual purchase decision. Consistent UPS services and maintenance is a critical, necessary part of ensuring you have power when you need it.



Pre-sales services:	Sale to Switch-on:	After-sales service:
<ul style="list-style-type: none"> • Load calculation • Product Proposal for tender or quote • Technical specification 	<ul style="list-style-type: none"> • Site inspection • Installation supervision • Site test and commissioning 	<ul style="list-style-type: none"> • Different service plans to suit requirements • Dedicated team of engineers • Dedicated call center to reduce MTTR • Parts are kept locally for fast intervention times



DISTRIBUTION BOARDS



Distribution boards form the backbone of any building.

With safety and reliability at the core of what we do, you can be assured that our attention to detail and requirements, will deliver a distribution board that reflects this.

Services are divided into 3 stages to ensure that you are in good hands throughout your journey with Legrand.

Pre-sales services:	Sale to Switch-on:	After-sales service:
<ul style="list-style-type: none"> • CAD designs with BOM • Product Proposal for tender or quote • Technical specifications • Wiring diagrams 	<ul style="list-style-type: none"> • Site inspection • Installation • Site test and commissioning 	<ul style="list-style-type: none"> • Different service plans to suit requirements • Dedicated team of engineers • Dedicated call center to reduce MTTR • Parts are kept locally for fast intervention times



**SCAN THE QR CODE
TO VIEW AND
DOWNLOAD THE
LEGRAND SERVICES
RATE CARD**



SCAN THE QR CODES TO DISCOVER THESE CATALOGUES:



Group synergy allows for immediate integration between busbar trunking systems, cast resin transformers and Legrand XL³ cabinets.

Cast resin transformers can be made to order with a pre-installed interface connection for the busbar trunking systems.

The cabinets XL³ can be fitted by the factory with a SCP standard board connection.

Thanks to a reinforcement kit it is possible to quickly and easily install any kind of board connection to the roof of the cabinet.

The safety and the performance of the Legrand system are guaranteed by the system approval certification, obtained following stringent tests carried out in the most important international labs.



COMPLETE ELECTRICAL & DIGITAL BUILDING INFRASTRUCTURE SOLUTIONS





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