



# EcoStruxure Power Advisor Digital Service Plans

Improve Energy Performance and  
Facility Reliability

[se.com/us/ecostruxure-power-advisor](https://se.com/us/ecostruxure-power-advisor)

Life Is On

**Schneider**  
Electric

Now you can increase facility reliability, extend equipment life and improve energy performance without spending any time doing it!

EcoStruxure™ Power Advisor Digital Service Plans are designed to provide maintenance, support and improvement services for your power management system. Now you can easily manage your electrical system and keep your operations running smoothly without needing extra time or man-power to do it.

With our advanced analytical tools and dedicated experts, we can help you not only detect hidden problems but also solve them in the most efficient way possible. Easy-to-use reports identify pertinent issues and provide insights and actionable recommendations from our experts.

[Benefit from the expertise of a dedicated, expert engineer](#)

Our engineers partner with you to conduct maintenance, address alarms, and optimize your system.

[Gain insight with EcoStruxure Power Advisor](#)

Access the benefits of EcoStruxure Power Advisor, a key component of digital service plans that is the analytical engine that turns your data into information. Using data from your power monitoring software, it combines advanced algorithms with expert analysis, and provides the insight that you need to make the right decisions.

Enjoy full-system analysis and ensure your power management system is providing accurate data you can count on. Whether validating a new expansion or reviewing existing equipment, we can help you understand, correct and optimize your system.

Additionally, EcoStruxure Power Advisor will analyze your electrical network for problematic power quality conditions that may cause equipment or reliability issues. Our specially trained team will help identify areas for improvement and work with you to develop a resolution.

[Leverage Our Onsite or eService Maintenance Program](#)

If you're like most facility professionals, managing energy isn't your only priority. Bring our team onsite or online to provide regular, proactive maintenance, troubleshoot a complex issue and perform system updates.



**Executive Summary System Report** Page 1 of 2  
Power Advisor

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**Report Summary**  
Report Run Date: 16-October-2017

**Demo**  
295 Tech Park Dr  
LaVerne, TN

**33%**  
System Affected

This number indicates the total percentage of your system load affected by one or more chronic system issue(s).

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**System Health Check** Date Range: 15 Aug 2016 - 15 Sep 2016

**!** Based on Power Advisor's advanced analytics technology, we have detected issues within your Power Monitoring system that could cause inaccurate data, unreliable data or both to be presented to you and saved in the system. Making decisions based on this data is not recommended. Please refer to the detailed report for a deeper understanding of the possible causes and recommended actions for each of these issues. We recommend contacting your Schneider Electric Technical Support Engineer for more details on how to improve the health of your Power Monitoring system.

System Issues Checked (Issue/Threshold)	Issue Description
<b>!</b> No Data in Query Period (11/168/168)	Device(s) missing data. Unable to perform some diagnostics on device(s).
<b>!</b> All Zero Values (0/157/168)	Device(s) logged consistently zero values over query period.
<b>!</b> Energy Balance Violation (7/157/168)	Sum of children devices' energy consumption more than parent's consumption.
<b>!</b> Negative Values Present (2/157/168)	Device(s) logged a mix of negative and positive values in query period.
<b>!</b> Unchanging Value (0/157/168)	Logged values did not change over query period.
<b>!</b> Meter Underreporting or Overreporting Consumption (1/157/168)	Device(s) suspected of either under or over reporting energy consumption.
<b>!</b> Consistently Negative Values (0/157/168)	Device(s) logged exclusively negative values in query period.
<b>!</b> Device Not in Hierarchy (0/168/168)	Device(s) not in known hierarchy. Unable to perform some diagnostics on these device(s) until placed in hierarchy.
<b>!</b> Meter Detection Threshold Too High (0/75/168)	Device(s) unable to detect low enough readings for this application.

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**Detailed Report** Electrical Network Report Page 1 of 18  
Power Advisor

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**Report Summary**  
Report Run Date: 16-October-2017

**Demo**  
295 Tech Park Dr  
LaVerne, TN

**8%**  
System Affected

This number indicates the total percentage of your system load affected by one or more chronic voltage issue(s).

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**Report Details**

**!** **Potential Issue: Excessive Voltage Harmonics Condition**  
Based on industry standard practices, Voltage harmonics detected outside allowed tolerance.

Source: System Load Affected: 6.43 %

**Potential Consequences**

Unaddressed voltage harmonics can lead to spurious tripping of drives and protection devices, and premature failure of sensitive electronics.

Device Name	Device Type	Comment
Device 27	PM850	
Device 18	PM820	
Device 88	CM3250	
Device 120	PM850	

**!** **Potential Issue: Over Voltage Condition**  
Based on industry standard practices, voltage measurements above allowed threshold reported.

Source: External and Internal System Load Affected: 1.57 %

**Potential Consequences**

Degraded winding insulation as a result of excess heating.  
Excessive heating and stressing of components and equipment.  
Increased operational expenses and carbon footprint due to additional system losses.  
Reduced life expectancy or equipment failure.  
Saturated core of power transformers.  
Wasted energy as a result of excess heating.

Device Name	Device Type	Comment
Device 101	PM850	

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## EcoStruxure Power Advisor Digital Service Plan Features

- Your own dedicated engineer
- Diagnostic reports on your metering system health
- List of detected equipment issues and potential causes
- Daily power monitoring
- Opportunities to increase energy efficiency and savings
- Optimize system performance



### Add Our Energy Experts to Your Team

The right people make all the difference. Let our highly skilled energy managers and professional engineers with backgrounds in energy management, computer science, and power systems partner with your in-house staff to conduct maintenance, address alarms, and optimize your system for results you'll see from day one.

## EcoStruxure Power Advisor Digital Service Plans

	Prime		Ultra	
Corresponding Part Numbers:	DSPPRIME	DSPPRIMEOS	DSPULTRA0	DSPULTRA1 DSPULTRA2 DSPULTRA3
<b>Support</b>				
Basic product support (phone and email; 8am-8pm EST)	✓	✓	✓	✓
Direct access to advanced support & priority case escalation	✓	✓	✓	✓
Remote access troubleshooting	✓	✓	✓	✓
24/7 support	✓	✓	✓	✓
Software Assurance*	✓	✓	✓	✓
<b>Maintenance</b>				
Diagnostic Xpert - Server Monitoring	✓	✓	✓	✓
Diagnostic Xpert - Device Monitoring			✓	✓
Dedicated Senior Engineer			✓	✓
On-site preventative, condition based maintenance**	Option	2 days/year	Option	# of days/quarter
eService Maintenance	Option	Option	Option	Option
<b>Reliability/Improvement</b>				
Power Advisor system & network analysis	Semi-annual	Semi-annual	Quarterly	Quarterly
Expert design and customization eServices (remote)	Discounted	Discounted	Discounted	Discounted
Education Services Subscription	Option	Option	Option	Option

\*Upgrade labor not included

\*\*Exceptional travel may result in additional charges

Note: Three Year Digital Service Plans are available at a discounted rate



Our plans are offered at different service levels to meet your business needs, and can be customized with optional services.

Choose the EcoStruxure Power Advisor Digital Service Plan that is right for you!

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Contact a Power Monitoring Specialist today.  
[se.com/us/ecostruxure-power-advisor](https://se.com/us/ecostruxure-power-advisor)

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