



Lucy Electric Energy Services Limited

Complete Product Lifecycle Solutions



Lucy Electric Energy Services

The performance and reliability of your electrical distribution network is crucial to your reputation and your commercial success. Our aim at Lucy Electric is to ensure you consistently get the very best from our technology – and your budgets. With our integrated set of after sales services, we provide incisive expertise and timely support throughout the lifecycle of your high performance Lucy Electric products.

From the point of purchase, right through the life of your product, our professional team will understand your operational and commercial requirements, as much as the detail of your installation.

Whether you are managing extensive networks, expanding, updating or automating your operation, Lucy Electric has the products and services to give you peace of mind, safe in the knowledge that your assets are being effectively managed.



Our Oxfordshire Training Centre can offer a wide range of systems training for all of your staff.

For further information about training, please call +44 (0) 1844 267 256

Our ongoing support

This support is geared to help you pursue your service goals of reliability, value and quality. Whether faced with a routine enquiry or an emergency, our support professionals react rapidly, responsibly and constructively, ensuring that you benefit from prompt and relevant expertise – by phone, by email, via remote log-in over the internet, or in person.

45% of issues are resolved online or by phone, proving that you can rely on Lucy Electric for knowledge and reassurance. If the problem can't be fixed remotely, then our trained engineers can be on site by the next working day to solve the problem.

We recognise that our customers have differing requirements, so we have designed a customisable range of packages to meet your organisation's needs. So whether you require engineering visits 24 hours a day, 7 days a week, need to keep up to date with the latest software versions or need an annual health check, there is a package for you.

Designed to be simple and cost-effective assets are being effectively managed.



Our Protect Support Agreement

Comprehensive warranties and extended care packages

If your guarantee has lapsed, we will recommend an extended service package providing flexible, cost-effective support to match your requirements.

Safeguard your uptime and increase you ROI

Lucy Electric can offer a range of extended service packages. When choosing a package – on buying the equipment or on expiration of your warranty – you should consider the implications of possible equipment downtime and the advantages of comprehensive support packages.

Cost-effective

Our service packages can save you 60% compared with a single ad hoc time and materials repair. Given their thorough functional design, you continue to get the very best from your investment in Lucy Electric equipment which more than outweigh the small cost premium.

Bronze level service package

- 1 annual visit. Additional visits benefit from discounted contract rate
- 24/7 response service
- Services operate during Lucy Electric normal office hours, Monday to Friday, excluding public holidays
- Discounted training courses

Silver level service package

- Includes 1 annual visit and 1 support day visit. Additional visits benefit from discounted contract rate
- 24/7 response service
- Services operate Monday to Friday 07.30 to 22.00

Gold level service package

- Includes 1 annual visit and 5 support day visits. Additional visits benefit from a discounted contract rate
- 24/7 response service
- Services operate 24 hours a day, seven days a week
- Product certification does not replace factory pre-commissioning and site commissioning test

Protect Support Agreement benefits at a glance:

Feature	Bronze	Silver	Gold
Site Audit+ Report	•	•	•
Annual Maintenance	•	•	•
Emergency On site Response	•	•	•
Hot Line Priority Response	•	•	•
Critical Spare Parts Kit		•	•
1 Support Day		•	•
5 Support Days			•
Remote Diagnostics			•
24 / 7 Service Cover	•	•	•
Product Certification			•

What we can offer

Site Surveys

Our after sales support can offer a comprehensive range of skills and knowledge applicable to a wide range of substation and substation automation systems.

We provide site survey and technical audit on systems and equipment, including:

- Documentation of site equipment
- Condition investigation
- Maintenance planning
- Consultancy for extension, upgrades and retrofits project set-up and management results in:
 - Maximized asset performance
 - Avoidance of unexpected failures and production losses
 - Increased overall equipment and system effectiveness
 - Optimised and protected investment

Testing

Our committed and experienced team of engineers and designers can offer advice on electrical testing, site testing and commissioning activities.

We offer services in basic functional testing all the way through to commissioning testing of Lucy Electric:

- Primary current injection testing
- Secondary current injection testing
- General protection testing – Relay and TLF
- CT mag curve testing
- CT ratio testing
- CT polarity testing

- TEV & thermal assessment
- Mechanical assessments
- Shunt trip and auxiliary wiring checks
- RTU testing
- FPI testing & indication

Training

Our experts are able to offer training packages tailored to your requirements for supervisors, engineers, technicians, operators, programmers and maintenance personnel on all Lucy Electric systems, processes and technology. This can be carried out at our training centre in Thame or at your site.

We aim to enhance job expertise and industry knowledge giving your staff the confidence that will improve their performance and empower effective decision making. We can also provide operational and routine maintenance training on our wide range of switchgear and automation products.

Retrofitting

Services are available for either on site installation or refurbishment through our Thame facility. Lucy Electric has retrofit solutions for our current range of MV switchgear, and overhead line equipment.

Specialist site surveys are available to help customers decide on appropriate retrofitting solutions.

Decommissioning

With a focus on environmental management, Lucy Electric has the skills and capability to provide decommissioning solutions for all our equipment:

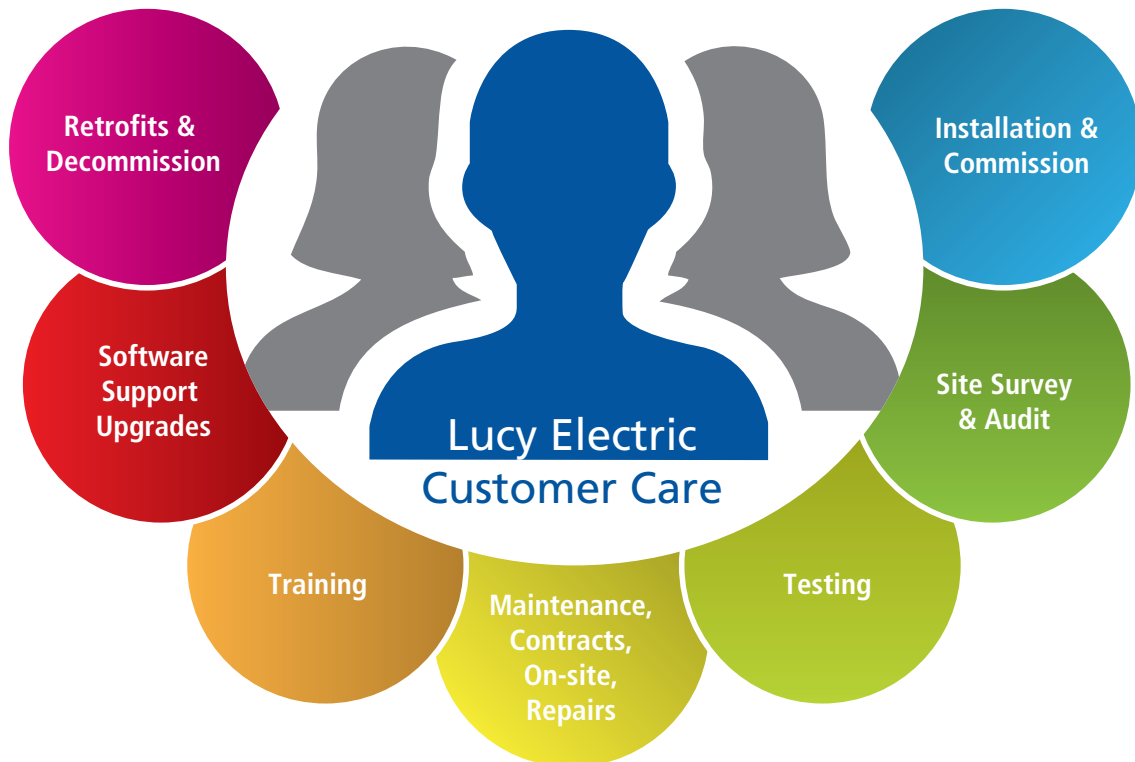
- SF6 gas handling
- RMU degassing, site removal and disposal
- Oil RMU site removal & disposal



Energy Services

Our commitment to you

Our commitment to you doesn't end with your purchase of a Lucy Electric product – it continues right through the entire life of the product – and beyond.



We can cover:

- Installation and commissioning
- Maintenance, contracts, on-site work and repairs
- Site Surveys and Audits
- Testing
- Training
- Software support upgrades
- Retrofits and decommissioning

In short, we'll be with you, and your equipment, from start to finish.

Contact

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