

Doble Client Service Programs



for Protection & Control Testing

BECOMING PART OF DOBLE CLIENT COMMUNITY GOES BEYOND TRANSFORMERS

For years, many thought that you would need to test high voltage apparatus to be apart of the Doble Client Community. Testing protection and control schemes and devices is also critical to the uptime of the electric power grid. That's why Doble offers the opportunity to become a part of the Doble Client Community through our Client Service Agreements specifically designed for protection testing. You will gain valuable tools and knowledge to maximize the reliability and performance of your power delivery system.

Doble Services Include:

Test Plan Consulting from Doble Application Engineers

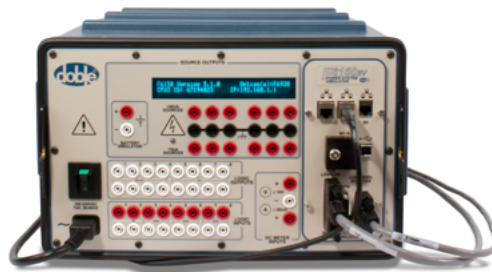
In the changing world of protective relays, Doble Protection Application Engineers can provide the necessary expertise to create test plans to fit your application. Our Application Engineers can make recommendations based upon their years of experience or provide consultation services on the development of new test plans.

Customized Training

You are eligible for extensive annual training from an experienced Doble Protection Application Engineer at your facility. Doble offers classroom instruction on theory, creating test plans, as well as hands-on training on testing protection and control schemes using Doble test instruments and software.

Doble Client Conference

The International Conference of Doble Clients is considered "The Industry Event" for utility engineers and representatives from around the world. It is the leading forum to exchange ideas and experiences on engineering, maintenance, operation, specifications, diagnostics and testing. With an agenda designed exclusively by and for the benefit of utilities, you gather knowledge and experiences that make doing your job much more effective.



Perpetual Equipment Warranty*

By having a Perpetual Warranty on Doble test equipment- you keep downtime to the absolute minimum. You will also receive continuous upgrades and enhancements on the products you lease from Doble. Required components or a replacement test set can be shipped within 24 hours.



TOGETHER WE POWER THE WORLD®



Protection Testing Users Group (PTUG) Conference and PACC committee

The International Protection Testing Users Group (PTUG) was formed as a venue for relay protection engineers and technicians to exchange ideas and new techniques for testing relays. Today, its mission remains the same- to facilitate discussion and exchange best practices. Like the Doble Client Conference, the agenda is designed exclusively by and for the benefit of our Clients.

AskDoble

AskDoble is the ultimate way to share best practices for utility engineering and maintenance. This discussion forum reaches thousands of utility engineers throughout the world instantaneously. Clients discuss and share information, opinions, problems, failures, and successes that truly help one another.

Doble KnowledgeBase & Client Portal

Doble has decades of stored engineering and maintenance data and is the only "one-stop" archive available in the industry. You will be able to search a rich library of Client Conference technical papers, test guides, apparatus engineering specifications, a historical archive of the AskDoble topics, and apparatus trouble/failure reports. By accessing our online portal, you will be able to gather knowledge on various topics to help stop failures before they happen.

Annual Equipment Calibration**

Keeping your equipment calibrated makes sure that you are up-to-date with the latest regulatory standards as well ensures that your test equipment always has the latest firmware.

Software Upgrades

Like most companies, Doble updates its software on a regular basis. Having access to the latest software ensures that you have the most current features.

Benefits of all Doble Client Service Agreements for Protection Testing include:

- Unlimited engineering consultation to create relay test plans from the experts in our Application Engineering group
- An invitation to the annual International Conference of Doble Clients
- An invitation to participate in the Protection Testing Users Conference (PTUG) and PACC
- Annual onsite training customized to meet the needs of your organization
- Unlimited participation from your organization in the AskDoble Discussion Forum
- Access to the Doble Knowledgebase through the Client Portal
- Perpetual Equipment Warranty*
- Annual Equipment Calibration**
- Unlimited Software Upgrades, including ProTesT and Protection Suite†

**Perpetual Equipment Warranty is only available for agreements with equipment lease*

***Equipment Calibration can be included in agreements without equipment lease but is not included in the basic service agreement*

†ProTesT upgrades are only available to those with current ProTesT license agreements.

