

Service in a Box

Advice on ordering

1. Before purchase please check the coverage map to ensure your region is covered by a dedicated Schneider Electric Field Engineer.
2. Please review the guidance document fully before purchase to ensure the proposed Services meet your requirements, observing the list of limitations.
3. If you require any further information prior to Purchase, please contact your RS Account Manager or RS Technical Support Team who can help resolve your query.
4. If we are unable to answer your query directly, we will refer the question to our Partner, Schneider Electric.
5. Once you are happy that the Service in a Box plan covers your needs and have completed your purchase, you will receive your Service in a Box registration pack from RS Components (Please note the forecasted delivery lead time online or request confirmation from your RS Account Contact).
6. If you have ordered an add-on Engineering day, you will receive a confirmation pack from RS (please note the add-on engineering day can **only be used** with an activated Service in a Box support plan).
7. Upon receipt of your welcome/confirmation pack, please call the dedicated registration telephone number in your pack and quote your unique activation number.
8. Once activated you will receive a welcome letter from Schneider Electric containing all required contact information and your own unique reference.
9. Please retain your reference number for future use as it will be required when contacting Schneider for telephone support or to arrange your engineering call out day.