



Doble Services Program VALUE PROPOSITION

(for US/Canadian Doble Clients and DSA/DSEA Gold Utility Clients)

FEATURE	BENEFIT
Doble Client Service Engineer Support	<ul style="list-style-type: none">• Staff of electrical apparatus experts at your disposal.• Your assigned Client Service Engineer provides analysis of test results, & consultation on apparatus issues, and testing procedures.• Support when in the field to help identify the problem and its cause• Immediate access 24/7 for emergencies. If there is any doubt about the integrity of your apparatus or the interpretation of test results, call your Client Service Engineer BEFORE returning the apparatus to service• Written reports on test data analysis
Customized Training	<ul style="list-style-type: none">• 5 days of on-site training. Instruction includes classroom sessions on theory and technique, as well as hands-on field testing and analysis of test results.• Maintain and update your staff's skill set.• Earn Continuing Education Units (CEUs) and Professional Development Hours (PDHs)• Training agendas can be specifically designed for your needs and your specific apparatus.
Doble Knowledgebase and Resource Library	<ul style="list-style-type: none">• On-line access to thousands of technical papers, journals, Manufacturer Service Advisories, Committee Transactions, and Conference Proceedings.• Doble Library contains information



	<p>on standardized test procedures, operation, testing, tabulated test results, and application procedures for nearly every make and model of apparatus.</p> <ul style="list-style-type: none">• Provides guidance in making the most accurate diagnosis possible
Conference Proceedings (part of the Doble Knowledgebase)	<ul style="list-style-type: none">• The papers and discussions are edited and compiled for distribution to all clients via the electronic Knowledgebase• Access to topics at previous conferences.• Single best source in the world for practical information pertaining to maintenance and testing of high-voltage apparatus and protection test.• Helps utility operators optimize their systems at maximum reliability and efficiency.
Invitation to attend the Annual International Conference of Doble Clients	<ul style="list-style-type: none">• There is no registration fee to attend. This is part of your annual contract with Doble.• This event is restricted to Doble Clients.• Attend technical paper presentations, tutorials on specific topics of interest, training, Committee Meetings, User Group Meetings, and Industry Expo• Network with industry colleagues and learn the latest in maintenance techniques and issues.• Held annually since 1934



<p>Membership in the Doble Client Technical Committees</p> <ul style="list-style-type: none"> • Asset & Maintenance Management • Arresters, Capacitors, Cables, and Accessories • Bushings, Insulators, and Instrument Transformers • Circuit Breakers • Insulating Materials • Oil • Protection Apparatus Test (Relays) • Rotating Machinery • Transformers 	<ul style="list-style-type: none"> • Be knowledgeable about the apparatus troubles and failures being experienced throughout the industry • Keep up to date on how others in the industry are performing maintenance testing. • Learn utility best practices. • Through group discussions, clients are assisted with specific industry problems by utilizing the total wealth of experience and knowledge available due to the great diversity of power systems represented on the Committees.
<p>ASK DOBLE</p>	<ul style="list-style-type: none"> • Maintenance Engineer Discussion Forum providing instant feedback from industry peers • Reach over 1600 utility engineers • Share Problems and Solutions • Only Utilities; No Manufacturers • 2,000 Questions and Answers Archived • Majority of Topics Not Related to Doble • Only forum of its kind in the industry
<p>Doble Laboratory Testing</p>	<ul style="list-style-type: none"> • Doble is recognized as the industry leader in the use of insulating materials/fluids for diagnosing incipient failures. • More than 60 tests offered
<p>Use of Doble Diagnostic Test Instrument (for DSEA only)</p>	<ul style="list-style-type: none"> • Instrument provided with a maintenance perpetual warranty. No need to worry about repairs or calibration. Minimizes downtime. No paperwork required—only a phone call away • Includes ongoing upgrades and enhancements—protection against obsolescence • Upgrades on hardware and software

