



DOBLE SERVICE AGREEMENT
EXPERIENCE. KNOWLEDGE. INSIGHT.

DOBLE ENGINEERING



DOBLE SERVICE AGREEMENT: EXPERIENCE. KNOWLEDGE. INSIGHT.

Customized service, unbiased expertise and integrated resources instantly fortify your current diagnostic testing processes and fulfill all your power testing needs

For even the most experienced technician or engineer, situations in the field arise that may require you to reach out for additional guidance from industry experts.

A Doble Service Agreement ensures you have unlimited access to Doble's highly professional and knowledgeable Client Service Engineers. They will provide confidence and reliability, enabling correct interpretation and best decisions for your company's assets.

For a century, Doble has been the independent community hub for the global power industry, providing comprehensive testing equipment, monitoring solutions, consultancy services, and delivering unbiased insights, education and professional development, training and best-practices.

Nowhere in the world will you find a more concentrated or experienced group of Power engineering peers and leaders than with the community of Doble engineers, clients like yourself, and 'client committee' members.

As a Doble Services Client, you gain the full Doble experience. You join this vast standing community of experts. You gain access to the industry's most comprehensive resource libraries on your power grid assets. You also learn what your peers are doing, and what apparatus troubles and failures other electric power companies are experiencing.

Independent of vendors or commercial interests, Doble Client Service Engineers provide each client a highly individual experience that draws upon a wealth of resources.

Ultimately, your organization gains the tools and knowledge needed to maximize power delivery by increasing reliability, and reducing unplanned outages caused by preventable equipment failures.

Today, more than ever, you need to invest and use your workforce and capital resources wisely across the ownership life cycle of every asset on the grid. Doble Engineering can partner with you in achieving this endeavor.

THE DOBLE CLIENT SERVICE ADVANTAGE

With a Doble Service Agreement you have a partner with the deepest knowledge base in the power industry:

- A diverse team of experienced engineers, chemists and industry experts.
- 2500 power engineer community members – accessible via online forums and events.
- Greater than 55M technical and maintenance data points, on over 100,000 assets, collected over decades.

Doble Client Service members renew year after year, decade after decade – because of the assure delivered by the many benefits of membership:

KNOWLEDGE

Empowering you with a massive amount of experience and information allowing you to make the most critical asset decisions.

CONFIDENCE

Doble Engineering has been supporting the power industry for over 100 years, providing expertise in the testing, health and maintenance of your power apparatus.

BEST PRACTICES

Gain insight and best practices from the best in the industry, based on actual field experiences worldwide, to keep your operation performing in peak condition.

RELIABILITY

A Doble Service Agreement “Equipment Option” ensures

- Access to most up-to-date equipment.
- Replacement of both test equipment and accessories at no charge (excluding shipping charges).
- Free software upgrades with no licensing restrictions.

**“YOU GUYS ARE DEPENDABLE,
NOT JUST YOUR EQUIPMENT
BUT YOUR PEOPLE.**

**I CAN PICK UP THE PHONE AND
GET MY QUESTIONS ANSWERED
IN A TIMELY FASHION, THAT’S
WORTH SOMETHING”**

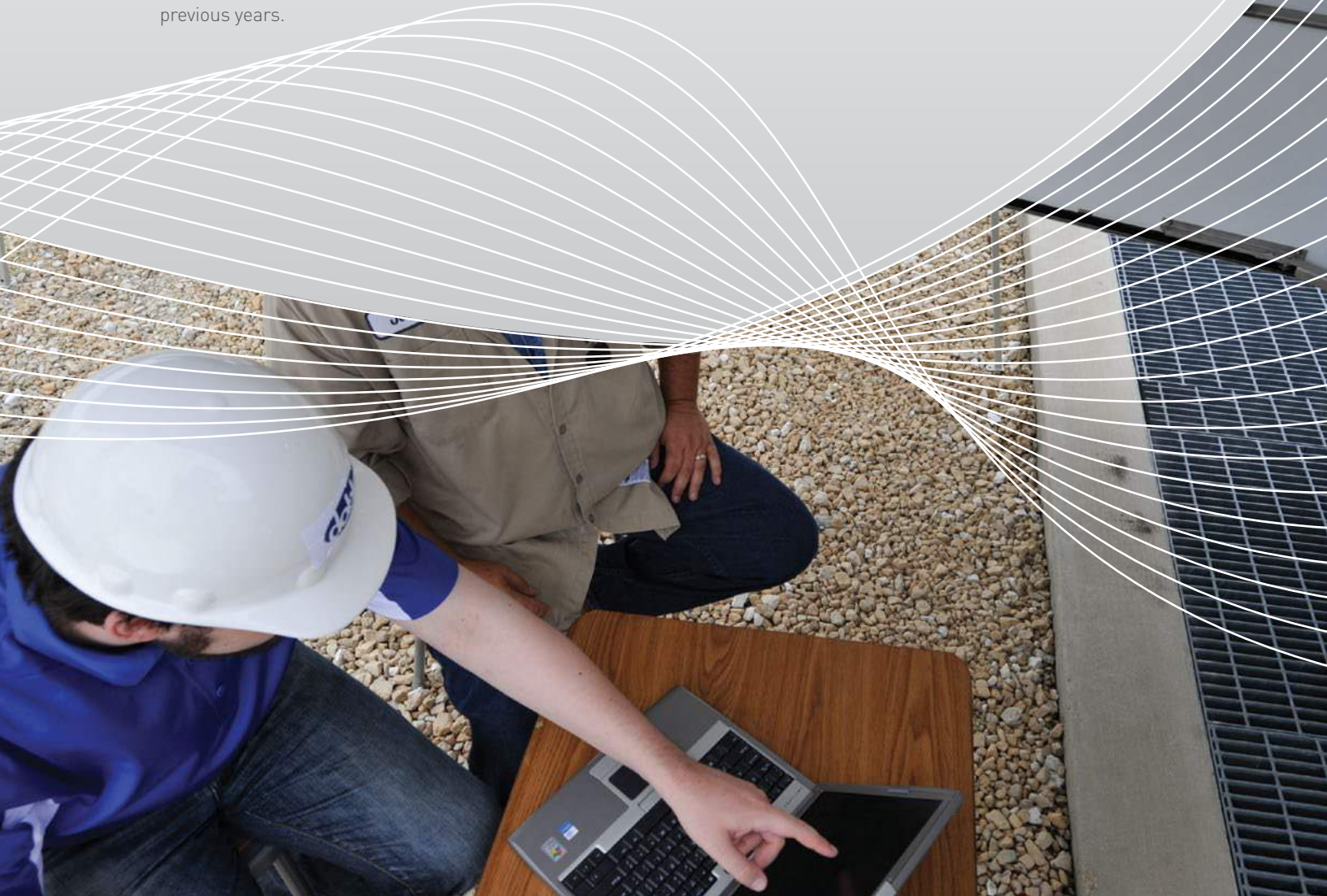
Ferguson Electric
Paul Reily, President

GET THE MOST FROM YOUR DOBLE CLIENT SERVICE AGREEMENT

A perpetual warranty, equipment upgrades and worry-free use of Doble test instruments is only the beginning. Doble Client Service engagements support every aspect of your testing and diagnostic needs.

We are your long-term workforce development partner and your emergency expert on-call when situations are urgent. Take full advantage with:

- **Unlimited expert consultation** with a dedicated Doble Principal Engineer on matters related to testing procedures, test data analysis and apparatus maintenance. Doble's Client Service engineers serve as an extension of your own team, providing the assistance you need to manage your assets.
- Maintain and improve your staff's skill set with five days of **on-site training** every year. Doble's experienced engineers tailor training to your needs, including testing theory and techniques, how to apply the right test to the right situation, and hands-on field testing and test results analysis.
- Doble also offers **on-site transformer factory test training**, for impartial perspective and report analysis for additional fee.
- Access the '**Doble Client Forum**' where industry power engineers exchange knowledge, share advice, discuss problems and successes, poll peers for vendor recommendations, and get feedback and ideas.
- The **Doble Oil Survey**, annual results of electrical insulating mineral oils, provides a means of evaluating current commercially available mineral oils against specifications and includes discussion on consistency of products compared to previous years.



PARTICIPATE IN THE ANNUAL INTERNATIONAL CONFERENCE OF DOBLE CLIENTS

This is the leading forum in the world dealing with day-to-day issues involving apparatus problems. Interact with peers, leading experts and industry vendors. Doble may be considered as the de-facto industry association, and hosts this premier event that is created by Doble clients, for Doble clients. Doble also holds other regional events in different parts of the world.

ACCESS THE DOBLE KNOWLEDGE RESOURCE LIBRARY, ARGUABLY THE DEEPEST COLLECTION OF REAL-WORLD BEST-PRACTICE AND BENCHMARKING DATA

- Library of Reference Books/Guides
- 60 years of Doble Conference proceedings
- Apparatus Manufacturer's Service Advisories
- Industry Trouble and Failure reports
- Doble Client Tutorials
- Doble SFRA Resource Center
- Doble Partial Discharge (PD) Resource Center
- Doble Insulating Materials Resource Center
- Doble Protection & Automation Resource Center
- Doble Relay Test Plan Library
- Doble Client Forum and Doble Knowledgebase

This also includes access to Doble's database of more than 55 million apparatus test results.

Join and participate in the activities of the eight Doble client technical committees.

Drive the agenda and be a part of the industry conversation.

WORKFORCE TRAINING

FIELD TEST

KNOWLEDGE RESOURCES

CONTINUOUS LEARNING

ASSET PROBLEM

EMERGENCY SERVICE

UNLIMITED SUPPORT MEANS AN ENGINEER ON THE PHONE TO WALK YOU THROUGH INTERPRETATION AND NEXT STEPS... 24/7

DOBLE IS WITH YOU EVERY STEP OF THE WAY.

From products to training via our consulting services offering, we're here to support clients' critical infrastructure and the workforce that manages it. Our mission is simple – to facilitate robust interactions among our global clients in order to bring measurable value to their organizations.

Contact us to learn more about becoming a Doble Client today.

“I RECEIVED EXACTLY THE
TRAINING I EXPECTED,
I AM VERY PLEASED”

Entergy Pilgrim

1. Propose

Descript
Geo-ma

© 2013 Doble Client Curriculum Meeting

A CLIENT SERVICE AGREEMENT: IS IT RIGHT FOR YOU?

Client service members see the value most clearly when there's a problem in the field, when an issue arises, and when pressure is high. For example:

1. You just learned that a breaker failed at a utility on the other side of the world. You have the same circuit breaker. This early warning gives you critical lead time to diagnose that your breaker has the same potential failure mechanism – before crisis hits you.
2. You're having problems with a specific transformer. You gain powerful insights in learning that, in fact, 5 other utilities are having that same problem with the same asset.
3. You are in a substation testing a transformer. The results look unusual but you are not sure and there is pressure to re-energize it. Talk with an expert in real-time to determine your options: reenergize with confidence or plan for corrective maintenance. Get the answer while the tester is still out in the field, so that mistakes or investigative tests can be performed before the transformer is returned to service.
4. You have elevated test results on a specific apparatus but your boss is questioning your analysis. Compare your results with a population of hundreds of identical apparatus and graphically show that your results are substantially higher than the norm.
5. Set your own strategic agenda to increase reliability, decrease cost, extend apparatus life, and enhance personnel safety from your interactions at the Doble Client Services Group Fall Committee Meeting where you can become an active voice in the industry.
6. Your boss assigns you to solve a problem that is affecting the reliability of substation equipment. Network with over 2,000 other utility engineers via our e-mail discussion forums and conferences, and receive support and assistance from colleagues to your questions, concerns and failures.

With over 100 years of service to the electric power industry, Doble Engineering continues to be the world leader in apparatus maintenance and power management for energy delivery.

www.doble.com

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