



SERVICES CATALOG

VALUE ADDED SERVICES

Electricity grids are facing a profound **transformation** marked by electrification, digitalization, automation and the need to operate with higher levels of reliability.

In this context, customers require not only robust technology, but also **technical services that ensure proper integration** and constant support throughout the lifetime of their installations.

At ZIV we put our **experience and knowledge** at the service of this need, accompanying each customer with solutions and services that provide security, continuity and efficiency to their projects

Arturo Fraile
Global Sales Director





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INTRODUCTION

ZIV is a manufacturer with more than 30 years of experience in protection, control, communications and metering solutions for electrical networks.

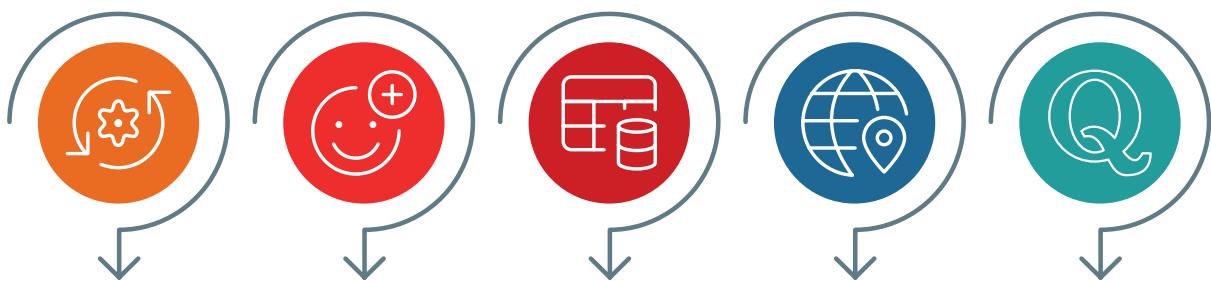
In addition to the development and manufacture of our equipments, we offer a range of specialized services that allow us to accompany our customers throughout the life cycle of their installations, maximizing the performance, availability and service life of the systems.

Our offering includes **engineering services, technical training, equipment modernization with ZIV Retrofit Solutions, after-sales service and digital asset management through ZIV Central**.

These services are provided on a **global** basis, through our offices and network of authorized distributors. They are carried out by specialists with in-depth knowledge of electrical systems.



Specialized services to maximize the performance and lifetime of our solutions





ZIV SERVICES FOR ELECTRICAL GRID AUTOMATION

ENGINEERING

- **Engineering Services:** design, assembly, validation (FAT) and commissioning.
- **Advanced Engineering:** ad-hoc developments, validation testing and modelling of systems with RTDS.
- **Training:** intensive courses at ZIV, at the client's premises and online training.

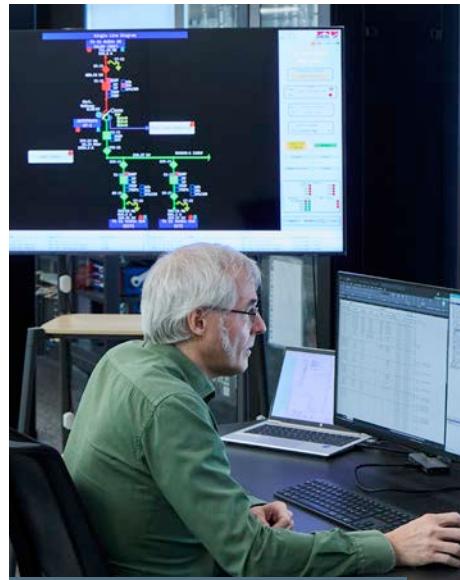
REVAMPING

- **ZIV Retrofit Solutions**





▼ ENGINEERING SERVICES



Engineering with comprehensive scope, from design to commissioning

- Advanced configurations.
- Settings calculation.
- Schemes developed.
- Multi-manufacturer systems integration.
- Design, assembly and wiring of cabinets.
- FAT (Factory Acceptance Test).



COMMISSIONING

- Remote support.
- Commissioning.
- SAT (Assistance in the energization).

▼ ADVANCED ENGINEERING

ZIV's advanced engineering services cover the adaptation and analysis of automation systems in real environments.

They include specific studies, functional checks of parameters and communications, and real-time simulations using RTDS to assess the behaviour of the power system under demanding operating conditions.



Expert validation
to ensure optimal
configurations and
avoid problems on site

Ad-hoc Developments

To respond to
technical challenges and s
pecific needs.

Functional Tests

Validation test of
settings, logics and
communications.

System Modelling with RTDS

Real-time
simulation.



Training provided
by Application,
Product and Systems
Engineers

▼ TRAINING



ZIV University brings together ZIV's technical training aimed at the transfer of theoretical and practical knowledge.

The offer includes on-site courses, customized training at the customer's facilities (on-demand), and online webinars, taught by Application, Product, and Systems engineers with in-depth knowledge of the electrical system and the technologies, equipment, and systems that comprise it.



On-site

Intensive scheduled
courses at ZIV.



On-demand

Training at the
customer's facilities.

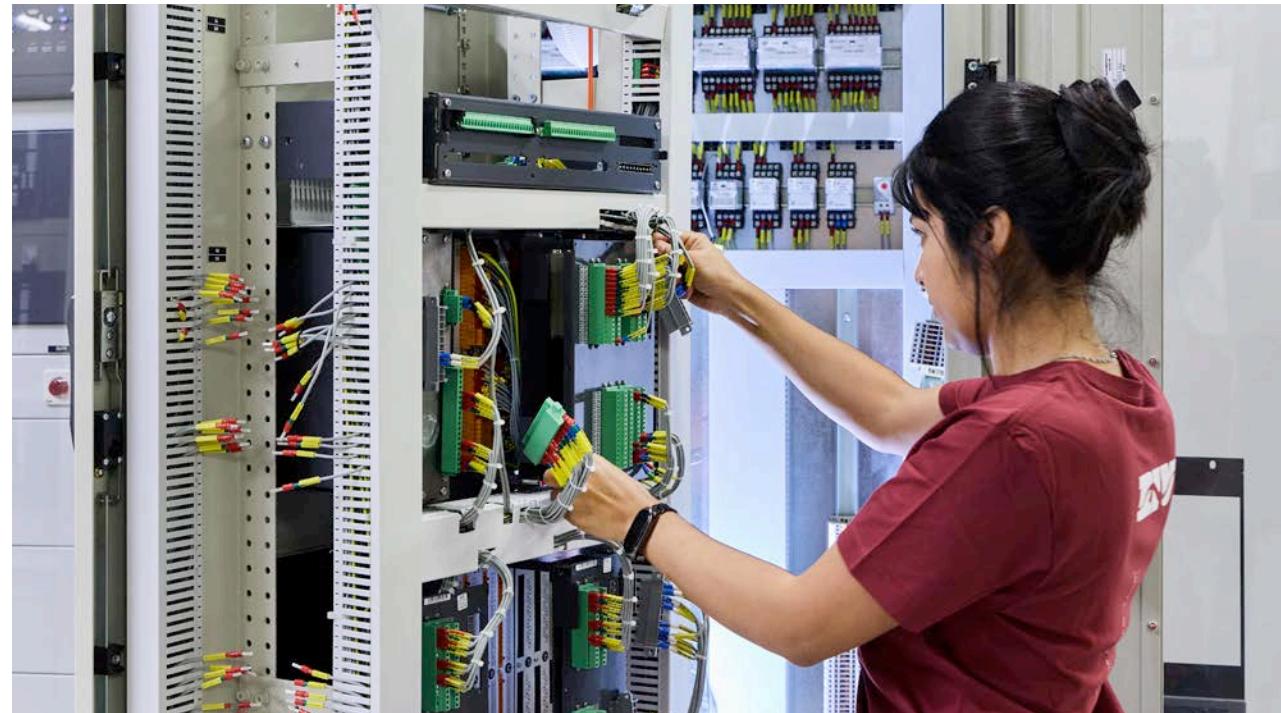


On-line

Webinars.

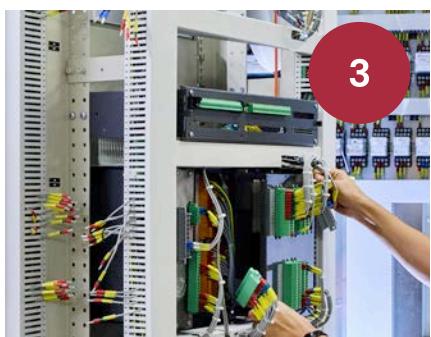
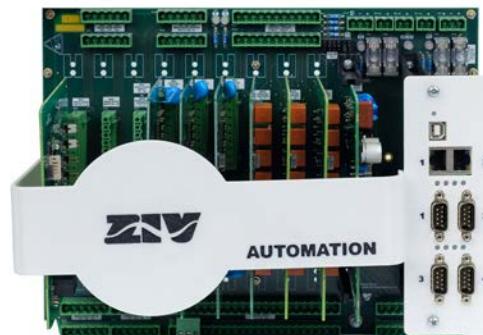
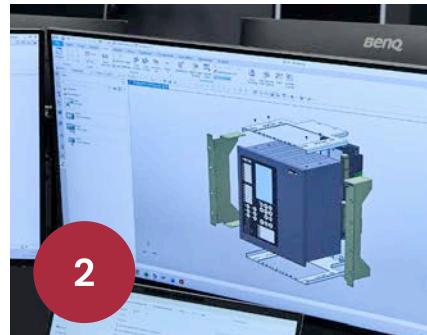


▼ ZIV RETROFIT SOLUTIONS



Modernization with minimum CAPEX, reusing existing infrastructure

At ZIV we offer Revamping services for protection and control relays and RTUs, ensuring the modernization of existing installations without the need to completely replace the systems.



PROTECTION & CONTROL RELAYS

RTUs

Electrical infrastructures generally have a longer **lifetime** than the electronic devices that control them.

Over time, relays and RTUs need to be replaced **to incorporate new functions** and maintain the reliability of the installation without modifying the existing infrastructure.

The **ZIV Retrofit** allows equipment to be upgraded using the current wiring, which reduces intervention times and avoids prolonged downtime. This approach offers clear benefits:

- **Lower cost**, as it avoids building work and rewiring.
- Quick replacement, with **minimal disruption** to service.
- Increased reliability and **compatibility**.
- **Additional guarantee** after the intervention.



ZIV RETROFIT



AFTER SALES SERVICE

ZIV's after-sales service is designed to guarantee the correct functioning of the equipment throughout its operational life.

We offer **remote and on-site technical support** to resolve incidents, optimize configurations and assist customer personnel in the daily operation of our solutions.

In addition, we have a specialized **repair** service that allows us to recover out-of-warranty equipment in verified working condition. After each intervention, the repaired device is delivered with an **additional warranty** covering the operations carried out and ensuring its reliability in service.

We complement these activities with **spare parts management**, which includes identification, supply and, where appropriate, replacement of critical equipment to minimize downtime and ensure continuity of service.



▼ LTSA - SUPPORT

▼ REPAIRS





ASSET MANAGEMENT SYSTEM



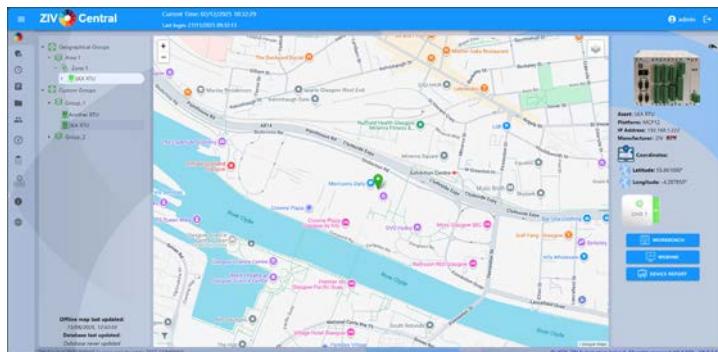
ZIV Central is a remote management platform designed to monitor, maintain, and update equipment installed on the network without the need for travel.

It allows the installed base of RTUs and IEDs to be viewed and managed from a single environment, optimizing maintenance, improving traceability and reducing incident response times. Key functionalities:

- **Remote management:** log downloading, access control, firmware update and device diagnostics.
- **Remote configuration:** modification and uploading of parameters without field intervention.
- **Data management and analysis.**
- **Report generation.**

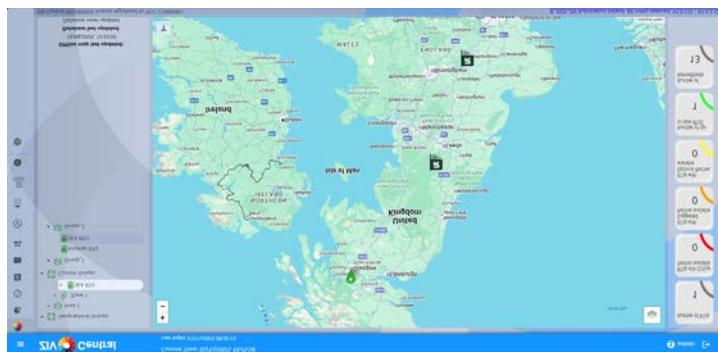


ZIV Central represents an evolution in the way distributed infrastructures are managed, providing visibility, control and efficiency in daily operations



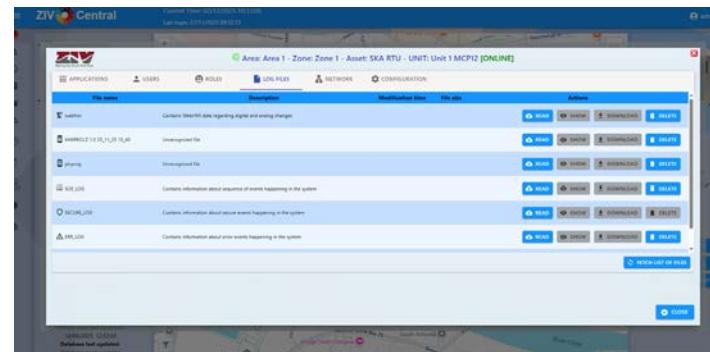
Centralized inventory of the installed base

Complete management of all equipment in the field (RTU/IEDs), with technical information, network data, GPS location and geographic/customized grouping.



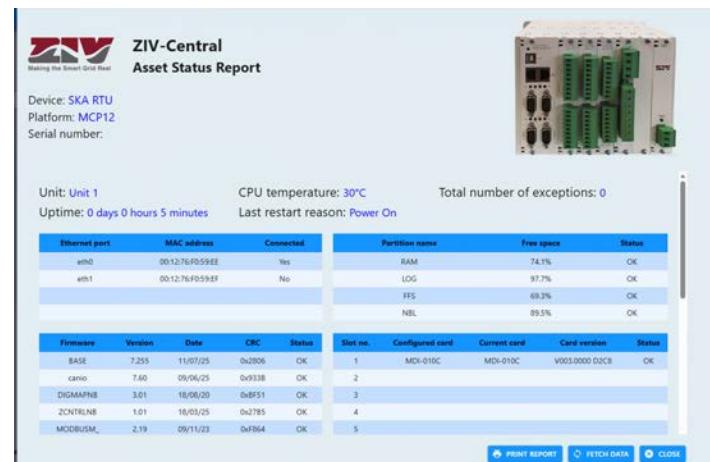
Interactive geographical map

Visualization of all devices in the field, with quick access to their status, details and actions.



Automatic collection of technical data

Download and storage of COMTRADE files, Power Quality, logs, configurations and other operational data.



Generation of individual reports per asset for auditing, maintenance and decision making.



INTERNATIONAL SERVICE

▼ ZIV LOCATIONS

SPAIN

Zamudio - Headquarters

Parque Científico y Tecnológico de Bizkaia.
Ed. 210 / 407 – 48170 Zamudio
Bizkaia, Spain

Barcelona

Carrer de les Ciències, 149-151
08908 L'Hospitalet de Llobregat,
Barcelona, Spain

Madrid

C/ Alcalá 412, 4^a Pl. Of.
28027 Madrid
Madrid, Spain

BRAZIL

Rua da Quitanda, 86 – Centro –
Rio de Janeiro
Brazil

UK

5 Bamburgh Court.
Team Valley Trading Estate.
Gateshead. Tyne and Wear NE11 0TX, UK

IRELAND

Burton Chambers, 19–22 Dame St.
Dublin 2, Ireland

INDIA

Global Village Tech Park,
DRC Building, Ground Floor,
RVCE Post, Mylasandra, Bangalore – 560059

SAUDI ARABIA

P.P. Box.16396 Riyadh 11464,
Sulay Area , Exit 18,
Istanbul Road, Saudi Arabia

ZIV has a consolidated international presence that allows us to execute projects anywhere in the world.

We have our own staff with extensive experience and collaborate with a **global network of authorized distributors** that guarantee proximity, responsiveness and **specialized support** wherever our customers need it





COMMITMENT TO QUALITY AND ETHICAL PRACTICES

At ZIV we are firmly committed to Quality, Environment, Security and Cybersecurity.

We have an integrated management system certified under ISO 9001, ISO 14001, ISO 45001 and ISO 27001, which guarantees compliance with the highest international standards. This approach is based on continuous improvement, environmental sustainability, energy efficiency and team well-being.

We also have **Carbon Footprint** certification and **Integrated Management System** policies that guide our decisions and reinforce these commitments.

ZIV acts with **integrity and responsibility**. Our **Code of Ethics and Conduct** sets out the principles and guides our business. It promotes fair business practices, legal and regulatory compliance, and a working environment based on respect and equality.



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For more information, please
consult our website:
www.zivautomation.com

