NOR-CAL CONTROLS
ENERGY SOLUTIONS

Your Project. Our Passion.

SCADA SUPPORT SERVICES (S3)

Why Choose Nor-Cal's SCADA Support Services ("S3")?

New SCADA systems from Nor-Cal now come with a standard 2-year Premium S3 agreement. Both Premium S3 and Basic S3 options are available for existing projects that already have a Nor-Cal SCADA system installed and are in operation.

Compare S3 Plans

	Basic S3	Premium S3
Support Hours	Up to 45 hours	Uncapped
Term	2 years	2 years
Troubleshooting & Defect Resolution	✓	✓
Minor Enhancements (<4 hrs)	✓	✓
Technical Support (Phone/Email)	✓	✓
Training (per year)	Up to 8 hours	Up to 8 hours
Recovery / Restore	✓	✓
Periodic Software / Firmware Patching	✗	✓
MOD Testing Support (per year)	✗	✓
Annual SCADA Health Assessment	✗	✓
Response Time (High Priority)	0-8 hrs	0-8 hrs
Monthly Reporting	✓	✓
Best For	Cost sensitive, low-usage sites	High-usage, reliability-focused sites

Support Options (2-Year Terms)

New SCADA systems from Nor-Cal now come with a standard 2-year Premium S3 agreement. Both Premium S3 and Basic S3 options are available for existing projects that already have a Nor-Cal SCADA system installed and are in operation.

Premium S3: Maximum Reliability

- **Best For:** High-usage sites (50 MW or greater) or any project prioritizing maximum uptime.
- **Benefits:** Uncapped troubleshooting, minor enhancements, technical support, recovery/restore, plus proactive services (periodic patching, MOD testing support, and Annual SCADA Health Assessment).
- **Value:** Ensures ISO compliance and rapid resolution (<8 hours for critical issues). Protects your investment against major downtime costs.

Basic S3: Budget-Friendly

- **Best For:** Cost-sensitive customers with typical usage (averaging 45 hours or less). More common for small-capacity sites.
- **Benefits:** Up to 45 hours of support, covering troubleshooting, minor enhancements, and technical support.
- **Value:** Budget-friendly option that matches average needs but risks exhaustion for high-use sites.

Renewals

When the S3 term is nearing its end, or if hours are nearly depleted (applicable to Basic S3 only), Nor-Cal will reach out to initiate the renewal process.

Renewals are suggested well ahead of an existing agreement's expiration to ensure there are no costly gaps in coverage.

Core Services Included

All S3 agreements cover the following support services for Nor-Cal-provided components:

- Troubleshooting: Fixing software issues (e.g., resolving an inverter tag error).
- Recovery/Restore: Restoring system configuration after software failures.
- Minor Enhancements: Software-level updates (<4 hours, up to 10 tags) to HMI, alarms, or controls.
- Technical Support: Phone/email assistance (8:30 AM–5:00 PM PT, 916.836.0800, support@norcalcontrols.net), with up to 8 hours/year of training.

Premium-Only Services

These services are included only in the Premium S3 agreement:

- Periodic Software/Firmware Patching: Updates to SCADA software and firmware for supported devices. (Customer must furnish update files or provide download access.)
- MOD Testing Support: Up to 8 hours per year of support for MOD testing (MOD-025/-026/-027).
- SCADA Health Assessment: A fully remote annual site review and custom report with recommendations.

Comprehensive Component Coverage

S3 provides software support for all Nor-Cal-provided devices and systems, including:

- Controllers: Power plant controller, data concentrators.
- Field Equipment: SCADA associated with inverters, BMS, MV transformers, trackers, substation IEDs, utility and offtaker RTUs, METs, sensors, and associated protocol converters.
- SCADA Infrastructure: SCADA point database/server, HMI, Nor-Cal proprietary software.
  IT/Networking: Firewall(s), Network switches, Servers, NAS.*
  *IT/Networking: Nor-Cal is not involved in troubleshooting, patching, or updating firewalls, network switches, servers, or NAS if the site has a separate cybersecurity O&M (e.g., GridSec).
- Historian: Historian database and trending software.*
  *Historian: Historian support may be dependent upon a customer-held OEM support agreement.

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Next Steps & Contact Information

For questions, support, or to request a proposal, please contact us directly:

Support & Technical Team:
support@norcalcontrols.net | 916.836.0800 ext. 3

Protect your investment, ensure compliance, and maximize uptime. The Nor-Cal S3 agreement that powers your long-term success!

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