



# Keep eyes 24/7 on your 3-Phase UPS

## Advantage Service Plan for 3-Phase UPS with Remote Monitoring

### Optimize the performance of your 3-Phase UPS

When unexpected downtime occurs, every second counts. In order to safeguard your business and accelerate restart time, you need the timely reactivity of an experienced, well-trained services team as well as access to the appropriate spare parts.

Emergency onsite interventions by Schneider Electric give you the reactivity you need, when you need it – giving you peace of mind even in critical situations.

#### Key benefits

##### **24/7 Remote Monitoring**

- Alarming and Troubleshooting with Connected Services Hub

##### **24/7 Remote Technical Support**

##### **Next-Business-Day Onsite Response**

- Get onsite support within one business day, or even faster with service upgrades.

##### **Preventive Maintenance**

- Schedule a yearly preventive maintenance visit by one of our qualified technicians, including our Secure Network Management Card System with NMC firmware updates.
- Minimize cyber risks and downtime, while staying compliant with industry standards with our TÜV Rheinland-certified to IEC 62443-2-4 on-site maintenance services.

##### **Spare Parts Replacement**

- Access spare parts for replacements, helping to ensure availability when needed.

# What do you get with an Advantage Service Plan for critical power equipment?

First and foremost the peace of mind that you have the reactivity commitment in the case of an unexpected problem. With access to highly qualified services personnel available 24/7, we can provide appropriate responses, customized to your environment, both when a problem occurs as well as during normal operations.

Our maintenance visits help avoid unplanned downtime and our flexible scheduling options mean that we can work with you to keep interruptions of your day to day operations to a minimum. In addition, our expert maintenance can help you to budget for replacement of critical parts, thus supporting the extension of the lifetime of your equipment.

Our service plans are designed to help you concentrate on your business – in the knowledge that your equipment is being looked after by experts.

## Advantage Service Plan for 3-Phase UPS (Digital)

Features	Plus	Prime	Ultra
Access to mySchneider Portal <sup>1</sup>	●	●	●
24/7 remote technical support	●	●	●
On-site emergency intervention: Next-business day Service Level Agreement (SLA) <sup>2</sup>	●	●	●
Yearly preventive maintenance visit <sup>3</sup> , including Secure Network Management Card System – NMC Firmware updates	●	●	●
Travel and labor costs included	—	●	●
Repair parts <sup>4</sup>	Discounted Rates	Discounted Rates	●
24/7 Remote Monitoring, Alarming and Troubleshooting with EcoStruxure™ Asset Advisor, incl EcoStruxure IT Web and Mobile App and Monthly reporting	Option	Option	Option

<sup>1</sup> A web-based application that provides access to asset and service contract information. Geographic restrictions might apply.

<sup>2</sup> Upgrades available to 8-hour or 4-hour on-site emergency intervention. Geographic restrictions might apply.

<sup>3</sup> Upgrade to 24/7 scheduling of preventive maintenance service may be selected where available.

<sup>4</sup> Only non-consumable repair parts are included. Contact your Schneider Service Representative for details.

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Life Is On



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