

# Schneider Electric Critical Power & Cooling Services

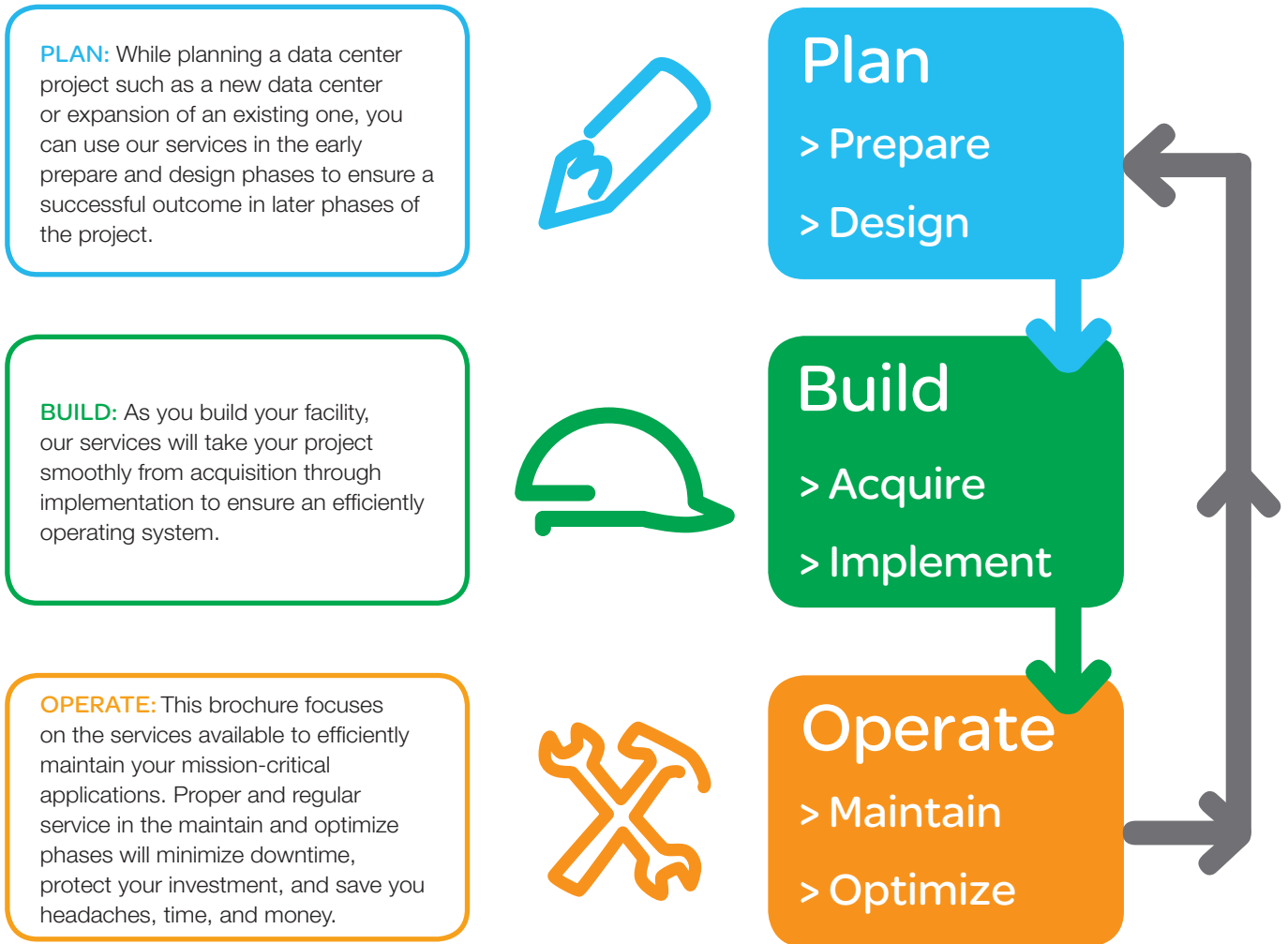
Services to keep your mission-critical applications  
operating at optimal performance



**Schneider**  
Electric

# The Data Center Life Cycle

Whether you are planning, building, or operating a data center, Schneider Electric Critical Power & Cooling Services has the expertise and services to support you throughout the many phases of the data center life cycle.



> 1,200

The number of field service engineers worldwide

170

The number of service centers located in 100 countries

800

The number of service provider partners worldwide

## Why should you buy services for your mission-critical infrastructure?

It goes without saying that regular service heads off potential problems before they occur, reducing or eliminating costly downtime. What's more, we regard our service as a smart way to protect your investment. That's because proactively scheduled service ensures that your system is always operating at peak performance, thereby prolonging its lifespan. In addition, buying our services enables you to focus on your core business competencies. So leave the service to us, the service experts.

## Why should you buy services directly from Schneider Electric Critical Power & Cooling Services (CPCS)?

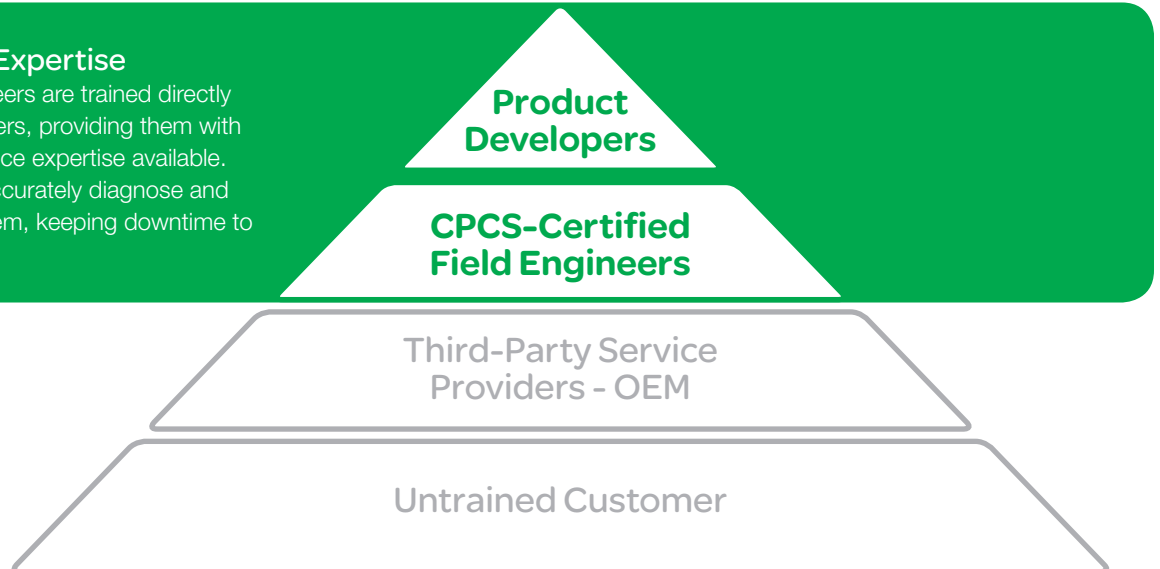
Schneider Electric™ proudly offers an extensive global network of factory-certified field service engineers (FSEs) with advanced systems knowledge and expertise. Everyone in our highly skilled field service network is trained directly by the people who know the products best—our product developers. What does this mean for you? It means that our FSEs are the best in the industry at quick and accurate troubleshooting and diagnosis of system issues. This proven know-how results in a shorter mean-time-to-repair and minimal downtime.

Perhaps the best reason to choose Schneider Electric CPCS as your service provider, however, is the convenience of a total solution – systems, services, and software available from a single source. This includes access to fully tested, factory-certified parts, engineering revisions, and firmware upgrades that are not available from third-party service providers. And keep in mind that we will customize your services to your specific budget and business requirements.

Schneider Electric CPCS. We work hard for you so your system can, too!

### Levels of Service Expertise

Our certified field engineers are trained directly by the product developers, providing them with the highest level of service expertise available. This enables them to accurately diagnose and quickly repair your system, keeping downtime to a minimum.







# What services do we offer to help you maintain and optimize your mission-critical applications?

When it comes to maintaining and operating your mission-critical applications, your primary concern is keeping your equipment running at maximum efficiency and optimal performance. Proper care and regular maintenance will help you avoid unnecessary downtime, saving you headaches, time, and money.

Schneider Electric has the services you need to protect your investment, efficiency, and availability. Our comprehensive services portfolio is designed to ensure your applications receive the care they need to operate at optimal levels—at all times. Service plans (including on-site service plans), extended warranties, preventive maintenance, battery replacement services, and remote monitoring services may be ordered individually (see product description below) or as a comprehensive service package (see package descriptions on Page 7) that can be customized to meet your specific site requirements.

## Services to help you MAINTAIN and OPTIMIZE your mission-critical applications

### Service Plans

Our comprehensive service packages allow you to design the coverage you need to operate your solution efficiently, minimize downtime, and manage costs.

Our on-site service plans are flexible, so we can help you design one that focuses on your unique requirements and budget. Should you encounter an issue with your system that cannot be resolved through our technical support team, a certified field service engineer will arrive at your site within a specified period of time to isolate, diagnose, and correct the problem. Options include:

- Next Business Day Response (Standard)
- 8-Hour Response\*
- 4-Hour Response\*

If maximizing uptime is critical, you may want to choose a service package that includes proactive maintenance, as well as on-site service. Advantage plans include remote monitoring service and preventive maintenance, both of which are designed to prevent downtime.

*\*Upgraded response times are not available for all products in all locations. Check with your service sales representative to determine availability.*

### Extended Warranties

An extension of factory warranty coverage beyond the original factory warranty term is available.

Extend the security and protection provided by your factory warranty for up to three years! One- or three-year extended warranties are available for your single-phase products; both ensure that your product will be repaired or replaced at no charge. On-site warranty extension, available in a one- or two-year term for our three-phase power and cooling products, provides fast, on-site response to diagnose and repair your system. Parts, labor, and travel are all included. Choose a response time that meets your needs and budget.

### Preventive Maintenance

An on-site examination of your system is designed to ensure optimal performance and scheduled to be at a time that is convenient for you.

Power and cooling systems contain components and parts that wear out over time. In order to protect yourself from potential downtime and extend the life of your investment, you may elect to purchase an annual or semi-annual preventive maintenance (PM) visit. If you choose a service plan that includes a PM, you may wish to purchase an additional visit for increased peace of mind.

### Battery Replacement Services

Installation, replacement, or removal of your UPS batteries are combined in a service configured to a time that is convenient for you.

Battery service and replacement are vital components of any UPS maintenance program since one failed battery can compromise an entire system. Whether you need to replace one or all of your batteries, we can ensure that they are a reliable backup. In addition, we can provide safe and efficient removal, shipping, and recycling of your expired batteries, adhering to all federal, state, and local environmental regulations.

### Remote Monitoring Service (RMS)

A 24/7 monitoring service acts as a primary or secondary support function. Trained technicians will monitor the health status of the physical infrastructure to help diagnose, notify, and resolve problems before they become critical.

RMS is an easy-to-use Web-based service that lets you respond to environmental or systems changes according to your escalation procedure. With secure 24-hour monitoring, this service reduces the complexity of managing your infrastructure, minimizes the strain on internal resources, and enables you to meet availability objectives.

# Advantage Plans

Flexible service packages that offer hassle-free system maintenance to improve uptime at predictable cost

These packages offer you peace of mind in knowing that your system will receive the care it needs to operate most efficiently while minimizing downtime. The Advantage Plus, Advantage Prime, and Advantage Ultra Plans are full-service packages that include technical support, proactive maintenance, quick on-site response when needed, and remote monitoring. Additional or upgraded services may be purchased as well. Our goal is to help you develop a customized service package that meets your particular business needs and fits your budget, without any hidden charges or additional bills.

## Service package features include:

### Highly Trained and Certified Field Engineers

Our field service engineers are rigorously trained and tested on universally accepted safety practices, electrical codes, and our own product offerings providing you with the highest level of service available in the industry today.

### Next Business Day Response Time

Our service packages ensure a trained technician will be on-site by the next business day or sooner to help get you back up and running. Upgrades to even faster response times are available in many areas.

### Parts, Labor, and Travel

The Advantage Ultra and Max Plan include all parts, labor, and travel so you won't have any unexpected charges for service. See the table below and choose the plan that best meets your budget and business requirements.

### Remote Monitoring Service

Experienced remote monitoring professionals work non-stop to provide 24-hour monitoring of your physical infrastructure.

### EnergySTEP1 Assessment

This service is the first step to reducing your energy costs. This is an entry level assessment that helps you identify savings opportunities and improve energy efficiency.

### Capacity and Asset Management Reporting

In-depth reporting shows age and recommended replacement cycle of your product. Includes capacity planning year over year.

### Preventive Maintenance Visit

This proactive maintenance visit, performed by a certified field service engineer, aims to identify issues that may cause system problems in the future.

Packages	Advantage Plus	Advantage Ultra	Advantage Max
Annual preventive maintenance visit	☑	☑	☑
Next business day on-site response*	☑	☑	☑
Remote monitoring service*		☑	☑
Tech support	☑	☑	☑
Parts	Discount rates	All included !	All included !
Labor and Travel	Standard rates	All included !	All included !
EnergySTEP1 Assessment			All included !
Capacity and Asset Management Reporting			All included !

\*Upgrades to an 8-hour or 4-hour on-site response time and upgrade to 24/7 preventive maintenance service may be selected where available.

\*Not available on all products. Additional hardware may be required.





## Managed Services

Regular service and maintenance of critical power and cooling infrastructure is an integral part of overall data center availability. Managing the maintenance of multiple equipment disciplines (UPS, cooling, generator, switchgear, etc.) can present challenges, however. Uncoordinated maintenance or lack of consistency in service delivery standards across disciplines elevates the risk of downtime due to human error and the management of multiple vendors, schedules, and processes can lower overall operational efficiency in your business. Schneider Electric Critical Power & Cooling services provide a one-stop-shop for all of your critical infrastructure service needs for all brands, and vendors.

### Schneider Electric CPCS has the capabilities to provide brand-agnostic services in the following areas:

#### Multivendor UPS & Cooling Services

- Maintenance Contracts
- Preventive Maintenance
- Battery Services

#### Generator Services

- Preventative Maintenance
- Inspection (Generator & ATS)
- Load Bank Test
- Fuel Polishing
- Fuel/Oil/Coolant Sampling
- Belt/Hose/Coolant/Battery Replacement

#### Managed Services

- Vendor & Process Management
- Field Project Management
- NOC Monitoring
- Critical Site documentation

#### Electrical Distribution Services

- Switchgear & Transformer Preventative Maintenance
- Thermography
- Circuit Breaker Testing
- Circuit Breaker Retrofills
- Circuit Breaker Coordination Studies
- Assessments including Arc Flash and Power Quality



Human error is the single strongest point of downtime. Purchasing services from SE CPCS provides a one-stop-shop for all your critical infrastructure needs.



## Service where and when you need it!

- More than 1,200 field service engineers worldwide
- Nearly 800 service provider partners
- 170 service centers in 100 countries
- 24/7 technical support hotline in most locations
- Guaranteed next business day on-site response  
(Can be upgraded to four hours in some locations)

**For more information on Schneider Electric  
Critical Power & Cooling Services  
visit [www.apc.com/support/service](http://www.apc.com/support/service)**

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