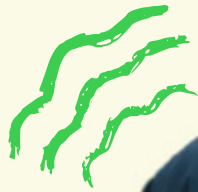


Positively

IMPACT

Uptime with
EcoCare Service Membership

Be an Impact Maker



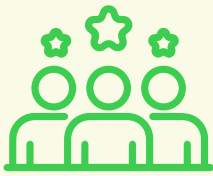
Life Is On

Schneider
Electric

How does the EcoCare Service Membership ensure Uptime

Keeping operations at peak performance calls for a well managed electrical distribution ecosystem. But challenges like aging equipment, budget constraints and limited personnel can impact uptime. With an **EcoCare Service Membership**, Schneider Electric offers its depth of expertise ,innovative digital capabilities and electrical distribution equipment ensuring uptime for a sustained period of time.

How does this operate



Dedicated Team



Remote & Onsite Support



Predictive Analytics



Proactive Monitoring & Intervention



Exclusive & faster response Time



De carbonization



Why become an EcoCare member?

Opting for an EcoCare Membership comes with the following advantages and benefits.



Exclusive access to service experts.



Downtime reduction by up to 75%*



24/7 remote monitoring and alarming.



Extended Lifetime of assets avoiding carbon emissions, improving sustainability.



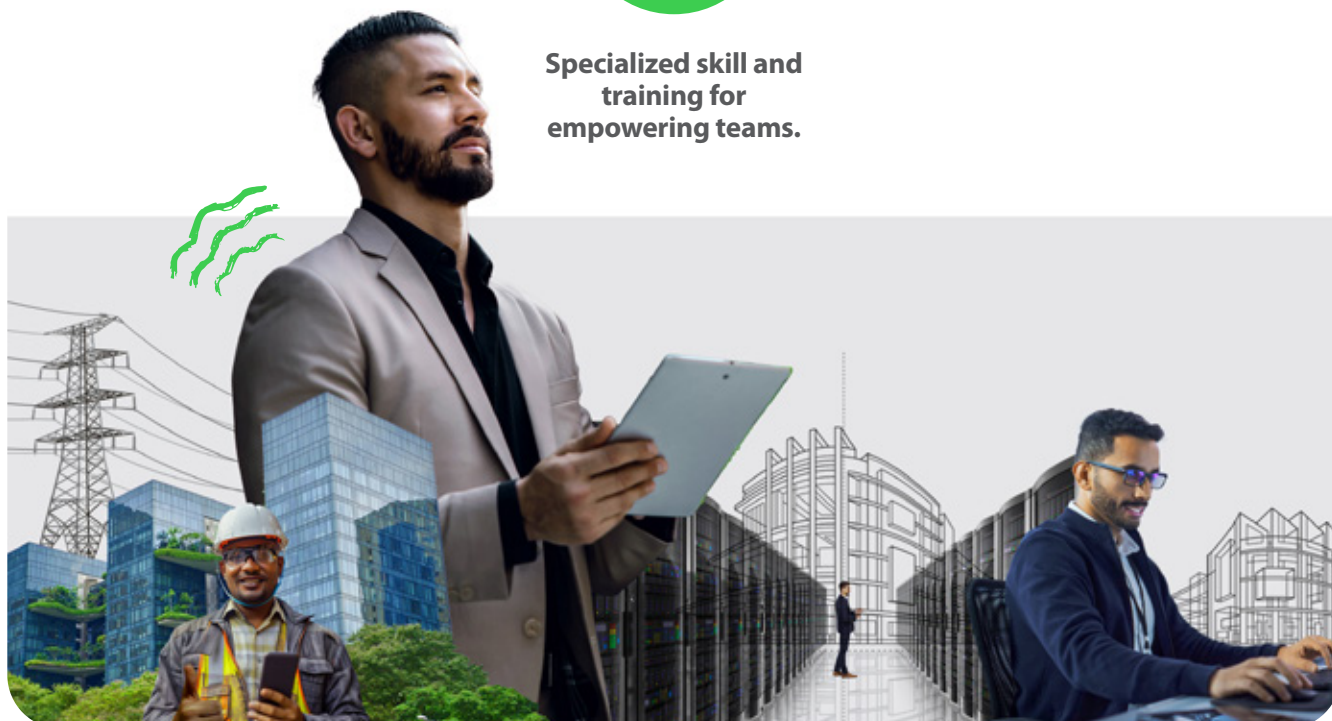
Consultative Recommendations based on Advanced Analytics & AI.



Shorter SLAs, onsite dispatch within 8 hrs.



Specialized skill and training for empowering teams.



*These percentages are non-contractual and are based on Schneider Electric experience and expertise with respect to main root cause of downtime observed and for which Schneider Electric has developed solutions.



Opt for the EcoCare Membership that suits you best

EcoCare Essential

Available when you need us

Get exclusive access to resources and expertise from Schneider Electric to **resolve issues faster and improve the resiliency and efficiency** of your business and operations.

EcoCare Advanced

You are fully empowered

We empower your teams to run a resilient, safe, efficient, sustainable operation by anticipating and remotely helping you **mitigate downtime events.**

EcoCare+ Advanced

Optimize your uptime

We anticipate risks of downtime to give you the right support at the right time and **optimize the lifecycle** of your assets to **maximize your business continuity.**

Features		Essential	Advanced	+ Advanced	
Support to operations	Access to mySchneider portal with chat, visibility of assets and warranty status, visits scheduling and reports	●	●	●	
	Technical support	●	●	●	
	Emergency support	<ul style="list-style-type: none"> Emergency Support Hotline 24/7 Service Level Agreement - max 2H 	●	●	●
		Break-fix on-site intervention Service Level Agreement ¹ : EcoCare Standard response time	●	●	●
		Break-fix on-site intervention Service Level Agreement ¹ : Upgraded EcoCare response time	Option	Option	Option
	On-site intervention	Member rates	Member rates	●	
Customer success management	A go-to-coach to orchestrate experts and ensure follow-up of your membership	●	●	●	
Workforce empowerment	Access to standard online training courses	●	●	●	
	Access to advanced online training courses	Member rates	Member rates	Member rates	
	Practical in-class training to develop specific competencies in your team	Member rates	Member rates	Member rates	
	Support & training with Extended Reality	Member rates	Member rates	Member rates	
Exclusive benefits	Member rates for other services	●	●	●	
Parts	Spare Parts ²	<ul style="list-style-type: none"> Spare parts 	Member rates	Member rates	Member rates
		<ul style="list-style-type: none"> Spare parts procurement in case of break-fix 	-	-	Option
Monitor & Optimize	24/7 Monitoring and alarming for Connected Assets	<ul style="list-style-type: none"> Proactive technical assistance in case of alarms Automatically generated reports 	●	●	●
	Experts Consultancy with digital analytics	<ul style="list-style-type: none"> Customized reports on asset management 	-	●	●
		<ul style="list-style-type: none"> Recommendations for dynamic maintenance plan 	-	-	●
	Partial Discharge for Medium Voltage switchgear	<ul style="list-style-type: none"> Proactive technical assistance and insights 	-	Option	Option
	Advanced condition-based monitoring for Oil Transformers		-	Option	Option
Extended warranty	Extend manufacturer warranty ³		Option	Option	Option
On-Site Maintenance by a qualified services representative	Condition-based maintenance	<ul style="list-style-type: none"> On-site intervention when needed ⁴ 	-	-	●
	Calendar-based preventive maintenance	<ul style="list-style-type: none"> Manufacturer maintenance visits with exclusive assets' diagnostic and tools 	Option	Option	-

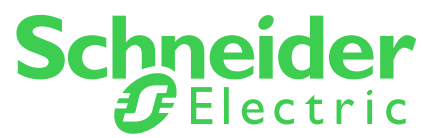
¹ Maximum zone coverage and response times might vary according to your country location. Please check standard and upgrade response time to site with local Service sales representative

² Please check availability of this option with local Service Sales representative. Not applicable to a System or to a product as a spare.

³ Applicable for new and modernized equipment sold together with EcoCare from Day 1

⁴ Possibility to add more visits in option upon customer request

Life Is On



se.com/in

Contact our Customer Care Center:

Toll Free No's : 1800 425 4272 & 1800 103 0011

Timings : 9:00 AM to 8:00 PM

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