



Schneider Electric Critical Power & Cooling Services

A Comprehensive set of solutions along the Life-cycle of your Installation

Schneider-Electric.com/Field-Services

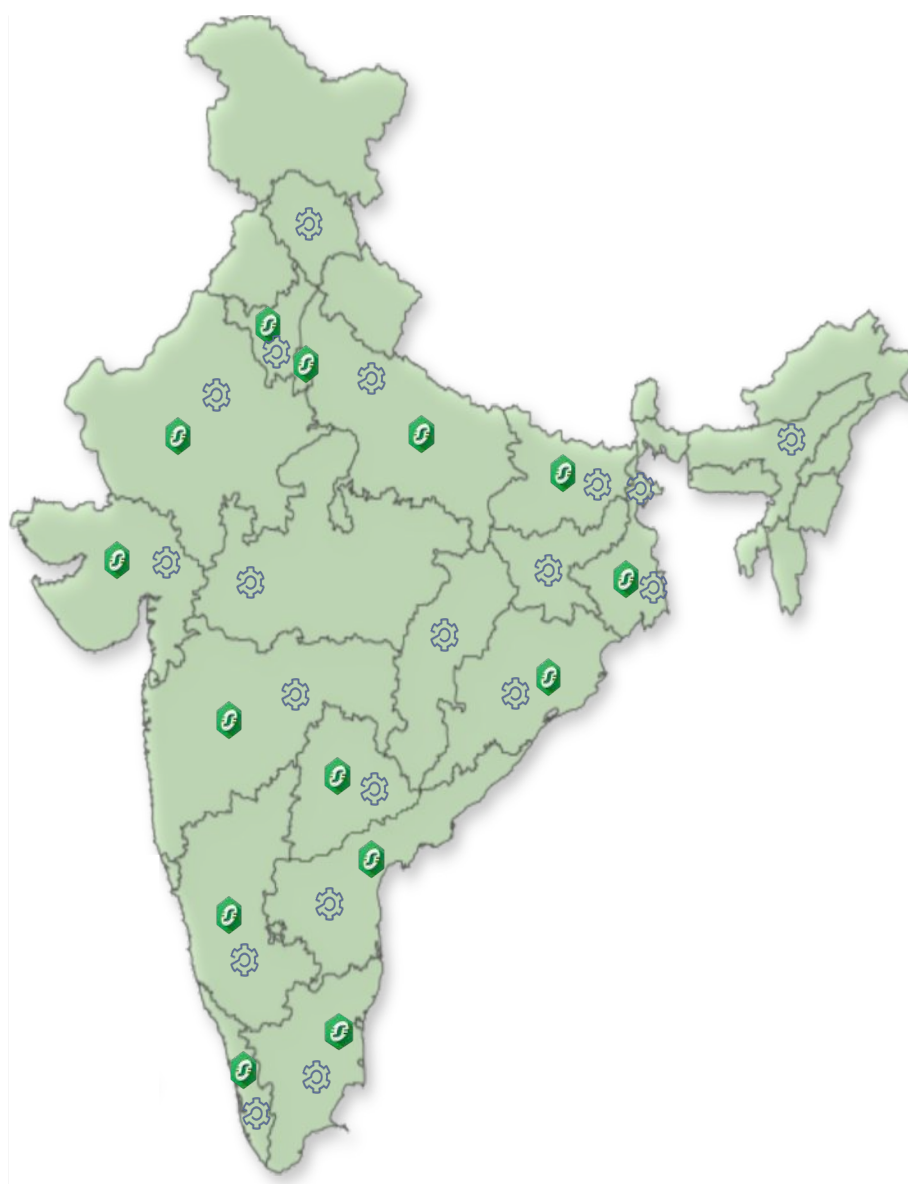
Life Is On

Schneider
Electric

Schneider Electric Presence In India

The Schneider Electric Field Services Team thrives at keeping your installation **Safe, Reliable,** and **Efficient** throughout the products life-cycle ,

Our Presence in India provides our customers with a fast and convenient approach to ensure your installation gets the care it needs at the right time, either through our Schneider Electric **Field Service representative** or through our **Authorized Service Partners**, Guaranteeing the same level of service throughout the country.



100+

Service Engineers
stationed across the
country

130+

Certified
Services partners

8

Service Location
offices

16

Warehouse
Locations

Presence in

130+ Cities

Life Cycle Services for Your IT Infrastructure



Plan

Our experts can help you plan, define and design the right solution for your needs

Install

We can help you convert your plans into an efficient, reliable and safe solution.

Operate

Schneider Electric helps you maximize your solution uptime and performance, with capital expenditure Control through proactive set of actions.

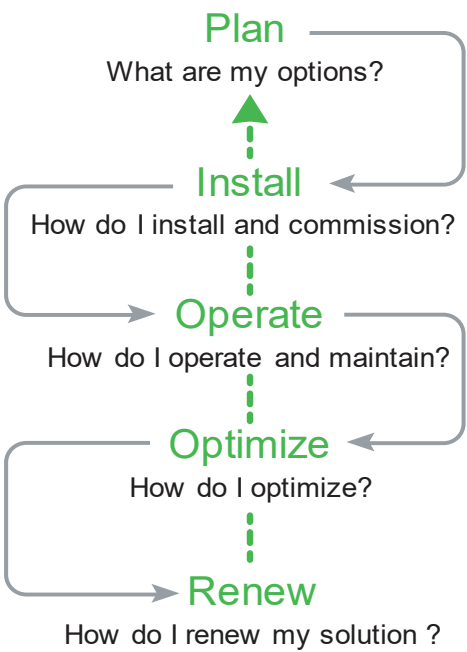
Optimize

Our Solution Experts will give you proactive and tailored recommendations you need, to reduce risk, improve solution performance and reliability.

Renew

Schneider Electric helps you define and implement the best solution, increasing performance and flexibility, while controlling aging infrastructures associated costs.

Life-Cycle Services



Our Offers

Plan	Install	Operate	Optimize	Renew	Home Business Network Services
1. Data Centre Assessment 2. Energy Efficiency Assessment 3. Power Quality Assessment	1. Installation Management 2. Project Management	1. Cooling System services 2. Battery and Capacitor Services 3. Service Plans	1. EcoStruxure Asset Advisor- IT	1. Modular Power Revitalization Services 2. Refresh-UPS	1. Single-Phase UPS Services 2. Fleet Management

IT Infrastructure Audit & Assessment Services

Optimize your infrastructure performance from Start

Plan and prioritize improvements to your existing data center or plan a new data center designed for optimal performance and efficiency.



Audit & Assessment Services

Data Centre Assessment

Energy Audit

Power Quality Analysis

A full team of experienced electrical and mechanical engineers, and consultants are at your disposal, anywhere in the India, to help you assess and design your data center.

Whether planning improvements, and expansion or consolidation, a customized data center assessment provides recommendations for protecting availability, maximizing reliability, and boosting efficiency.

All recommendations include costs, savings and ROI so you can prioritize projects.

Complete range of power quality improvement products such as active harmonic filters, passive filters, UPS, power conditions etc

Our experience

700+

Audits and Assessments
completed

Auditors Located in **Delhi,**
Bangalore & Kolkata

BEE Certified Energy
Auditors & Managers

Certified CMV Professionals
Accredited Energy Auditors
By BEE

Over **21** Years of
Experience

Audit & Assessment Services Offers

Data Centre Assessment

A Comprehensive On-Site Assessment of your existing Data centers IT Space Infrastructure systems and components.

- Analyze the data center IT space power, cooling, physical layout and operations
- Identify threats to the uptime of power and cooling components.
- Identify components, layout and operational settings that reduce electrical efficiency increase energy consumption and compromise availability.
- Create a customized report with recommendations for improvement.
- Present a review of report findings.

Energy Audit

An inspection, survey and analysis of energy flows, for improving energy efficiency and to reduce the amount of energy input into the system without negatively affecting the output.

- Understand the utility load
- Get the best specific energy consumption with respect to industry standards
- Understand the best practices with respect to the specific industry
- Detailed study of every energy consuming activity in process / machinery / utility
- Establish present energy input in all cases
- Compare with estimate of minimum energy required / standards
- Seek steps to minimize energy cost / waste without affecting production and quality

Power Quality Assessment

Power quality is the set of limits of electrical properties that allows electrical systems to function in their intended manner without significant loss of performance or life.

Power Quality Audit	Harmonic Analysis	Thermal Image Services
Analysis of voltage disturbances /variations as per the standard	Recommendations to reduce harmonics and improve PF	To identify hot spots in electrical terminals / joints as Predictive maintenance, preventing electrical fire hazards

Installation and Commissioning Services

Project engineering expertise to design and implement complex infrastructure solutions.

Our data center installers and expert project management and network integration team help to optimize your equipment, save money and time, and extend the life of your assets.



Certified installation, **Network integration** and **Commissioning** of your solution ensures your equipment is configured for optimal performance, saving you time and money – and extending the life of your hardware solution.

Our certified data center installation services are structured so you can customize them to your needs

The bottom line? We are more than just a IT infrastructure installer – we provide recommendations for improvements in **Cost**, **Savings** and **ROI**.

Training on how to properly operate and troubleshoot your Equipment, resulting in **decreased downtime** and **Support requests**

Our Solutions Include:

Installation Management

A single point of contact for efficient implementation of your solution

Project Management

Designed to help you complete your projects on time and within budget

Installation Management

Taking up Installation Services from Schneider Electric allows you to take advantage of project engineering expertise gained from years of experience designing and implementing complex infrastructure solutions, Which is configured for optimal performance, saving you time and money and extending the life of your hardware solution.

Assembly Services

This Service provides customers with Schneider Electric authorized service personnel on site to ensure proper assembly of your UPS System.

Installation

- Positioning of the UPS, PDU, External Battery Cabinets and racks in accordance with the site layout plan.
- Installation of all/any applicable system modules and rack mounted devices.
- Verify the rack mounted Power Distribution Systems have been installed to manufacturer's specifications

Final Inspection

- Ensure that the interior and exterior of the system is clean and free from debris.
- Schneider Electric service will ensure that the assembly documentation is completed and provided to the customer

Start-Up Services

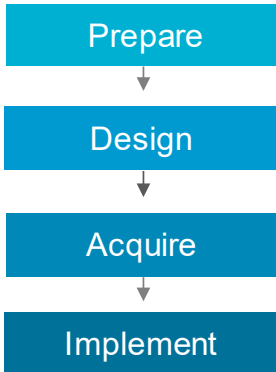
It is a key part of an overall deployment of the UPS and/or PDU system. This service provides the certified Schneider Electric field service engineers needed to energize and check the functionality of your system in all modes of operation

- | | | |
|--------------------|---------------------------|-----------------|
| • Verified Wiring | • Functional Tests | • Voltage check |
| • Perform Start Up | • Basic Operator Training | • Bypass check |

Project Management

The Schneider Electric Project Management service is designed to professionally manage your installation from design to implementation, using best project management practices and methodology.

It is the assurance you a properly managed data center installation. This service provides an experienced project manager who will help you plan, schedule, and implement your data center project regardless of size, from custom Infrastructure installations to megawatt systems.



Operational Services for your Cooling Systems

Uniflair
Cooling System

Schneider
Electric

AC-1
FEED FROM DP-A



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Operational Services for Cooling Systems

Services, and support you need for your IT physical infrastructure.

Our world-class services offer a smart way to comply with regulations, protect your equipment, and ensure that your system is always operating at peak performance while meeting the cooling requirements for your Data Centers

Together, we can develop a solution that maximizes system availability, increases efficiency, meets your budget, and ultimately prolongs the lifespan of your system.



Refrigerant leakage Detection services

This service provides site visits to certify that your installation is free of leakage and is compliant with local regulations. You can purchase this option as a standalone service or as part of a service plan at any time during the product life cycle. Frequency of visits depends on the quantity of refrigerant in the system to be checked.

Outdoor heat Rejection Deep Cleaning Services

This service provides one or two site visits per year to thoroughly clean the outdoor heat rejection unit. You can purchase it in conjunction with a service plan or as a stand-alone service at any point during the product life cycle. This service:

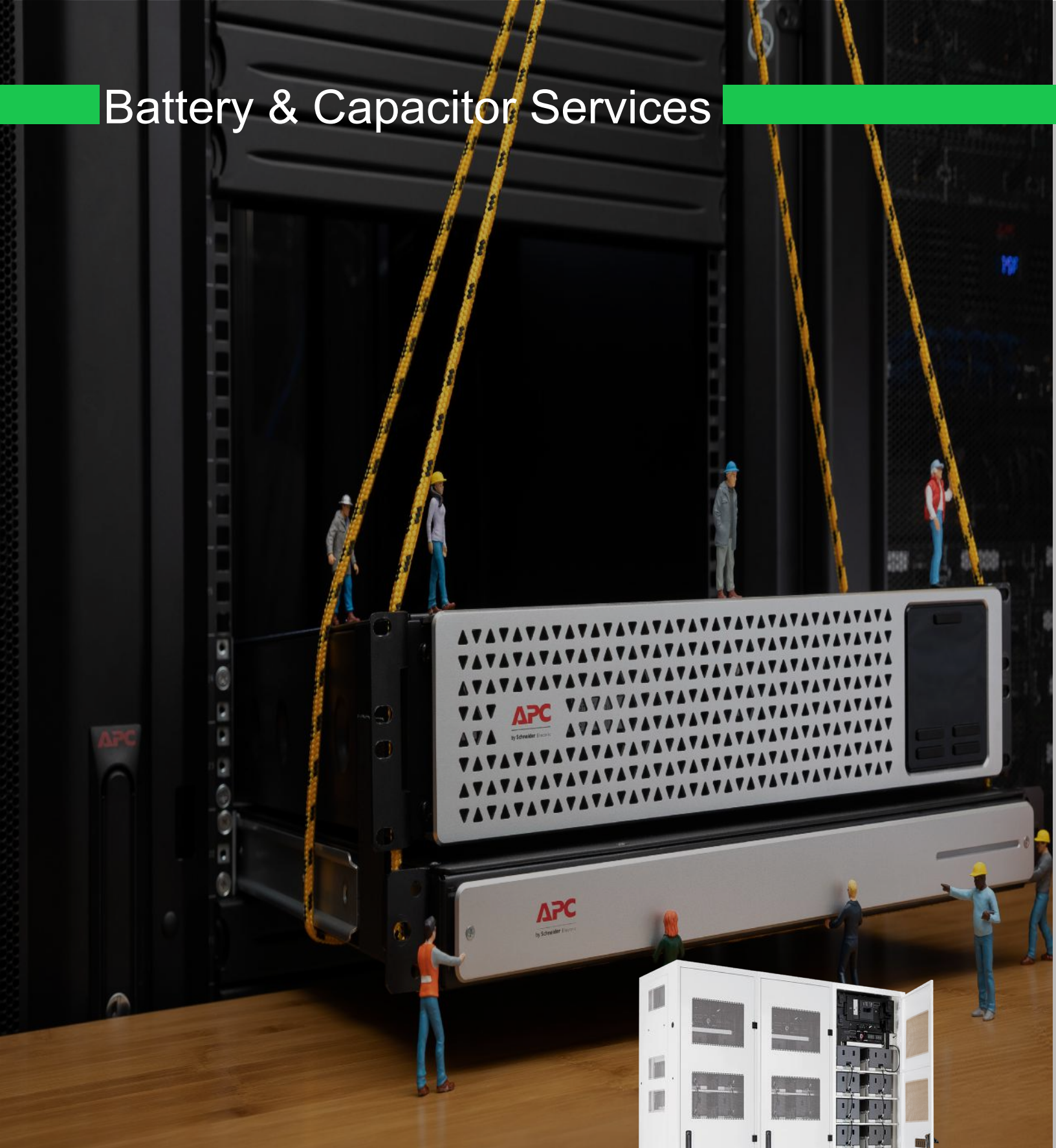
- Ensures peak performance of any outdoor heat rejection devices at any time of the year
- Remedies for clogged and dirty equipment
- Prevents loss of cooling performance

+ Advanced Cooling services at a glance

- Provides site visits to certify that the customer's installation is free of leakage
- Ensures installation is compliant with local regulations
- Available for purchase with a contract or as a stand-alone service

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- Provides 1 or 2 site visits per year to thoroughly clean the outdoor heat rejection unit
 - Available for purchase with a contract or as a stand-alone service

Battery & Capacitor Services



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Battery Replacement Services

The Battery Replacement Service provides full battery replacement. Labor and travel are included with this service.

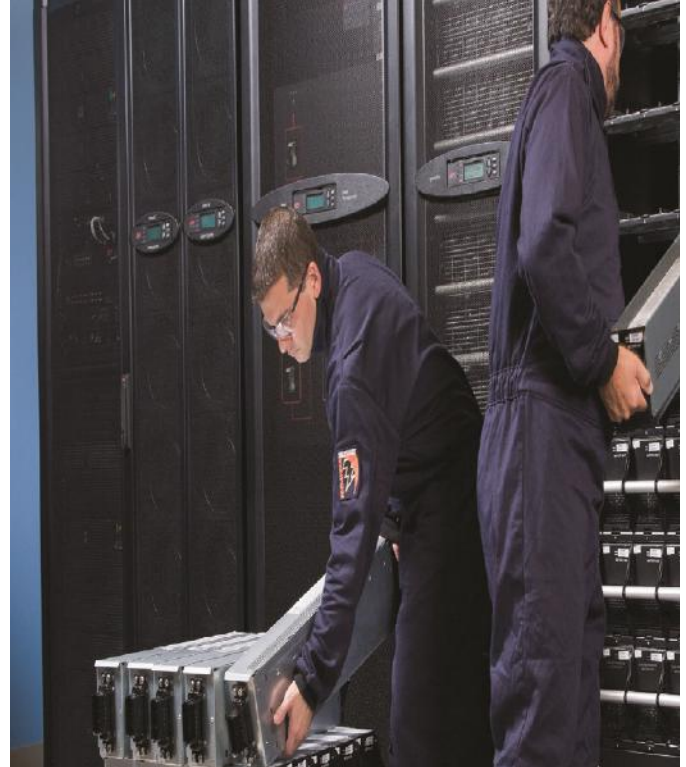
Schneider Electric Critical Power & Cooling Services includes battery replacement by a **Certified field service engineer**.

The batteries and disposal are customized to the individual need and are an integral part of the service.

Installation services are available for each cabinet as well. The benefit to having an installation is confirmation by a certified technician that your unit is installed to specification.

Our Offers Include:

1. Traditional and Modular Battery Replacement
2. Lithium-Ion Battery Upgrade



Traditional Battery Replacement

Battery Replacement Service provides customers with a certified Critical Power & Cooling Services engineer to install their new batteries, to refresh the system:

- Labor
- Replacement of Old Battery and Installation of new one
- Travel

Modular Battery Replacement Services

MBRS is an all-inclusive battery replacement service for customers with APC Modular UPS using modular batteries:

- OEM-approved modular batteries
- On-site labor — for battery swap out
- Transportation of depleted batteries to approved recycling center
- Environmentally compliant removal and disposal of the depleted batteries

Lithium-Ion Battery Upgrade

Upgrade the Battery System for your Galaxy 7000, Galaxy VM & Symmetra MW UPS Systems

Lithium-Ion Battery prices having been decreased over the years, and Hence is a more viable option over a Traditional VRLA Battery.

Schneider Electric Conversion to Lithium-ION (Li-ION) Battery Service is a key part of upgrading UPS technology. This service provides the certified Schneider Electric field service engineers needed to assemble and start-up your Li-ION battery cabinets.

Li-ion batteries do offer legitimate benefits over VRLA (valve-regulated lead-acid) which includes:

- **Fewer battery replacements** (perhaps none) required over the life of the UPS, **Eliminating the risk of downtime posed by battery replacement**
- About **three times** less weight for the same amount of energy
- Up to ten times more discharge cycles depending on chemistry, technology, temperature, and depth of discharge
- About **Four times less self-discharge** (i.e. slow discharge of a battery while not in use)
- Four or more times faster charging, key in multiple outage scenarios
- **Lesser Weight** and Space Required
- **Battery Monitoring**



Available for Galaxy 7000,
Galaxy VM & Symmetra MW

Capacitor Replacement Services

Replacement of AC or DC capacitors to pro-actively limit the risk of downtime due to failure

Regular maintenance and service for your power equipment is critical to ensure availability and reliability while decreasing the total cost of ownership of your product.

In today's world, it is more important than ever to ensure your critical systems are being properly maintained in order to maximize the life of your solution.



There are multiple key components in your Uninterruptible Power Supply (UPS) Systems that wear due to **Time**, **Age**, **Operational** and **Environmental Conditions**.

AC & DC Capacitors are one of these components, as well as fans and batteries, There are many factors which contribute to operational lifetime of these components, as a guidelines the typical **replacement** interval for AC & DC capacitors is **5 years** from the initial installation.

In order to protect your uptime it is recommended to pro-actively replace your AC and DC capacitors. Schneider Electric offers a Capacitor Replacement Service that provides a solution for your aging parts.

Service Contracts to guarantee peace of mind



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Advantage Service Plans

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

These packages provide your system with the care it needs to operate most efficiently while minimizing downtime. The **Advantage Plus**, **Advantage Prime**, and **AdvantageUltra** Plans are full-service packages that include technical support, preventive maintenance, quick on-site response, and remote monitoring. Additionally, these packages can be supplemented with an **Advantage Max** option, providing site-level optimization analysis of critical power, cooling, and physical layout domains.



This means your system receives both proactive maintenance designed to prevent potential problems from occurring, and, if needed, quick on-site response to diagnose and correct the problem.

In addition to standard plans, we can help you customize a package that includes other services or upgrades to meet your specific needs at a clearly defined cost that takes the guesswork out of budgeting for maintenance or unexpected service charges.

Advantage Plan

Customizable Contracts to fit business needs

- Upgrade your on-site response time to eight hours or four hours in many locations.
- Add additional preventive maintenance visits for increased peace of mind.
- Upgrade to Advantage Max to maximize uptime and performance while reducing operations cost.

Range of Advantage Plans Available

Advantage Plus

This plan provides a superior level of coverage that includes 24/7 technical support, one annual preventive maintenance visit, guaranteed on-site next business day response time, and remote monitoring. Labor and travel are not included, and parts are available at a discounted rate on time and materials.

Advantage Prime

This service includes tech support, next business day response time, one preventive maintenance visit, access to the supply chain, remedial repair labor, a discount on parts, and Ecostruxure Asset Advisor. In certain areas we also are able to offer upgraded response times.

Advantage Ultra

This is our full-service plan. It provides next business day labor, travel, parts, preventive maintenance, remote monitoring service, access to the supply chain, and technical support.

Advantage MAX

This plan provides 24/7 technical support, one annual preventive maintenance visit, guaranteed on-site next business day response time, and remote monitoring. Parts, labor, and travel are included. In addition the Max service provides an Asset Capacity Trending Report, as well as a Data Centre Health Check to help plan for future expansions. Optional upgraded response time of four to eight hours is available for purchase.

Entitlement	Advantage Plus	Advantage Prime	Advantage Ultra
Technical Support	✓	✓	✓
Annual Preventive Maintenance Visit	✓	✓	✓
Next Business day on-site response	✓	✓	✓
Priority access to the Supply chain	✓	✓	✓
Labor & Travel	Standard Rates	All Included	All included
Parts*	Discount Rates	Discount Rates	All Included
Ecostruxure Asset Advisor		✓	✓
Asset Capacity Trending Report	Advantage Max		
Data Centre Health Check			

Benefits of Attaching Advantage Max to your Service Plan

The Advantage Max Service Contract Option can be added to existing Schneider Electric Advantage Plus, Prime, or Ultra service contracts, providing Asset Capacity Trending Reports for Schneider Electric UPS and cooling systems, in addition to the Annual Data Center Health Check.

Features of Advantage Max:

• Annual Data Center Health Check

The Annual Data Center Health Check consists of two components: an Asset Management Plan and an IT Room Audit

– Asset Management Plan

Summary table aggregating individual Schneider Electric UPS and cooling system capacity and component reliability data, helping to maximize data center uptime in a budget-conscious manner.

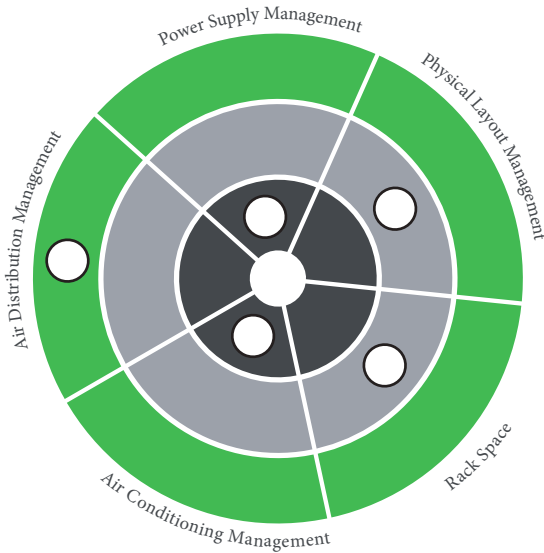
– IT Room Audit

The annual IT/computer room audit benchmarks critical data center domain operation with respect to capacity, uptime, performance, and energy efficiency, documenting potential risks and providing improvement recommendations as necessary.

• Asset Capacity Trending

Individual summaries for selected Schneider Electric UPS and Cooling systems, these reports provide guidance with respect to maximizing asset life cycle reliability

Data Centre Health Check up Ranking Example



Physical Layout Management	Rack Space	Power Supply Management	Air Conditioning Management	Air distribution management	Asset management planning
Optimize IT room design for energy efficiency and information security	Compliance with generally accepted standards helps maximize uptime	Balance downtime risk with cost of power redundancy	3D thermal modeling identifies over cooling and hot spots	Separating hot and cold air flow increases energy efficiency	manage preventive maintenance visit and component replacement scheduling

Schneider Electric makes life safe, reliable, efficient,
sustainable, and connected. Life Is On™

Connect



Connect All
Assets

Collect



Capture Critical
data at Every
Level, from
sensor to cloud

Analysis

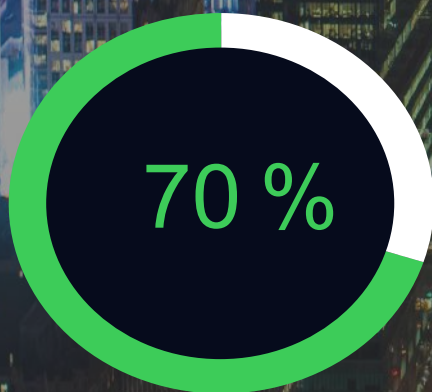


Convert Data
into Meaningful
analysis

Take Action



Drive action
through real-time
information and
business logic.



of decision-makers
see the business
value of IoT*

**Schneider Electric IoT 2020
Business Report*

More Digitized

10x

More Incremental connected devices
than people by 2020

EcoStruxure Asset Advisor - IT

Digitally connecting customers to our experts

Digital service for monitoring your critical equipment, increasing resiliency and transparency through live sensor data, proactive data-driven analytics and smart alarming directly to your Smart-phone. Remote troubleshooting is provided by the experts monitoring your connected assets 24x7.



Increase resiliency of your critical equipment through cloud-based **remote monitoring**, **smart alarming** and **diagnostics**

Always connected

Live data & alarms on your app

Experts monitoring your data center 24x7

Remote troubleshooting, improving mean-time-to repair & uptime

Insights on how well your data center runs

Recommendations and data-driven intelligence on your data center

Features of Ecostruxure Asset Advisor



Live data on app



Alarm notification on app



Multi-device support



Service Bureau proactive alarm management



Data storage (unlimited)



Recommendations



Incident tracking



Staff duty status



Online chat



Remote troubleshooting



Regular reports

Modernization & Renewal Services for UPS & Cooling Systems



Refresh-UPS, Renewal Services

Integrated service solution designed to assess your current infrastructure and replace it with today's technologies to meet your evolving needs.

Aging and obsolete equipment is the leading cause of downtime, impacting overall productivity and efficiency. It also prevents you from evolving your critical infrastructure to meet current and future business requirements.

The **Refresh-UPS** solution from Schneider Electric™ provides the necessary tools and equipment to upgrade your installation quickly, with minimal interruption.

What you will get

This service offer includes:

- Old system evaluation and modernization recommendations
- New UPS/ Cooling unit
(adapted to your data center needs)
- Unit start up
- Advantage Plan Maintenance coverage
- EcoStruxure Asset Advisor
cloud-based remote monitoring service
- Removal and green disposal
- Full electrical/mechanical installation



Refresh-UPS Benefits

Peace of mind

Seamless installation and improved reliability

Latest technologies

Upgrades to keep equipment running at optimal performance

Consultation and assessment

Tailored solutions to meet your requirements

Total cost of ownership

Reduced maintenance, service costs, and higher efficiencies over equipment lifetime

Competitive pricing

Solutions to fit all requirements and budget constraints

Modular Power Revitalization Services

Replace Critical Components of your Modular UPS

MPRS is an affordable service approach designed to extend the reliable life of a modular uninterruptible power supply (UPS). MPRS renews the internal components of a UPS at a more favorable price point than replacing each component individually



MPRS Includes:

- Updates to the latest system technologies available
- Installation of critical modular components
- Environmentally responsible disposal of old components
- One-year Advantage Service Plan

- + After 10 years of operation, a comprehensive upgrade of a modular UPS is highly recommended to maintain reliable power protection
- + MPRS extends UPS reliable life by another 5 or more years. Service Plan included.

Benefits of Revitalization Service:

Reduce total cost of ownership through upgrades and proactive replacement of parts

Have peace of mind knowing your aging infrastructure is protected and operating at manufacturer's specifications.

Reduce downtime and make fewer service calls due to proactive replacement of wearing components.

Components replaced include

- Intelligence Modules
- Static Switch
- Power Modules
- Power Display
- Network Management Card
- Switchgear Board
- Battery Monitor Board
- System PSU

Home Business Network Single-Phase UPS Services



Single- Phase UPS Services

Tailored Solutions for your Single- Phase UPS



The guaranteed protection your valuable equipment needs.

It's a fact that investing in proactive maintenance and regular service for your equipment can prevent potential breakdowns, reduce or even eliminate costly downtime, and prolong the life of your products.

Schneider Electric

Critical Power & Cooling Services (CPCS) provides a comprehensive offering of services and support designed specifically to care for your single-phase products. It's a simple way to ensure that your system is always operating at peak performance.

Our Offers

Installation and Commissioning Services

Warranty Extension Services -
SIB (Service-in a Box)
Annual Maintenance Contract

Battery Replacement Services

Fleet Management - AMC + Ecostruxure Asset
Advisor

Modernization Solutions - Refresh-UPS

Advantage Plan for Symmetra LX



Extended Warranty Services

Service - In a Box / Annual Maintenance Contract

The Coverage of your UPS beyond the original factory warranty date

The Extended Warranty provides peace of mind and product failure protection beyond the Service Pack or Factory warranty period. Once the Service Pack/Factory warranty for your UPS or accessory expires, should your product fail, you expose yourself to potential loss of power Protection and costly out of pocket expenses for repairs.

Service-in a Box

This Warranty is available with product purchase or within 3-months of the date of Purchase.

Annual Maintenance Contract

This Maintenance service is available throughout the factory recommended life cycle of your equipment.

*Extended Warranty & Service Pack available in 1 year Increment

Benefits of SIB & AMC

Repair or Replacement
of Your UPS software or
equipment's in the event of
failure

24/7 Technical Support

**On-Site Breakdown
Support**

Features	Benefits
One or Three Years of additional product failure coverage*	Provides peace of mind and complete factory warranty protection for the entire designated product service life.
24 X 7 Customer Service Support with Toll Free Call-in Telephone Number*	Customers are provided with a toll-free number. Calls are handled 24 hours a day, 7 days a week by call center professionals. * Not available in all locations, please contact your local representative
Service Entitlement Assistance and Service Warranty Certificate	Customers receive assistance from the Service Entitlements team to make sure their product is properly recorded. An E-mail Service Entitlement Certificate provides a detailed record of the service registration, along with the service expiration date.
Warranty Duration Options	The One Year protection option offers the lowest cost solution, while the Three-Year option offers the best value solution

Fleet Management Services

Proactive solution management for your small IT business needs



Being responsible for a “fleet” of nationally deployed small IT equipment; you have limited bandwidth, staffing, and visibility of the product locations; and there is no single point of contact to ensure these small systems are operational. Yet, this equipment is critical for the day-to-day operation of your business.

Features	Benefits
Remote Monitoring Services	Proactive monitoring and event notification of potential issues, Minimizing business interruptions and Decreasing MTTR When a failure Occurs
Proactive Technical Support	Remote troubleshooting in the event of a failure
Parts Extended Warranty	Remedial replacement of parts and batteries
Risk Mitigation Reporting	Access to enhanced reporting, including device age, battery runtime events, capacity, and proactive maintenance recommendations
On-Site Services	Replacement of failed parts or units by skilled Field Service representatives

Schneider Electric experts will keep you informed of any reported system issues and scheduled replacements.

Additional Services for your Single-Phase UPS

Battery Replacement Services:

An all-inclusive battery replacement service for our customers with APC by Schneider Electric equipment using modular batteries.

- OEM Approved Modular Batteries
- On-Site Labor for battery installation and removal
- Transportation of depleted batteries to approved recycle centers
- Environmentally compliant removal and disposal of depleted batteries



Installation Services

Assemble and Power-Up your UPS, battery frame and racks with installation services, Certified Field Service engineers will professionally assemble your Single-phase system, ensuring that your installation is **properly installed** and is operating at **peak performance**, **Verify the Wiring** and Conclude with a **final diagnosis**



Single Phase Trade-UPS, Renewal Solutions

Aging and obsolete equipment is the leading cause of downtime, impacting overall productivity and efficiency. It also prevents you from evolving your critical infrastructure to meet current and future business requirements.

- Seamless installation and improved reliability
- Upgrades to keep equipment running at optimal performance
- Solutions to fit all requirements and budget constraints



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Contact your local Schneider Electric representative or
channel partner to learn more.
schneider-electric.co.in/Field-services

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