

Single-Phase Services continued

Preventive Maintenance*

Available for Symmetra LX and Smart-UPS

Schneider Electric CPCS offers an on-site examination of your UPS by Certified Field Service Engineers scheduled to meet your particular business requirements, either during normal business hours or after hours or weekends.

Single-phase units 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 a Preventive Maintenance visit.

Battery Replacement Service

Available for Symmetra and Symmetra LX

Modular Battery Replacement Service (MBRS) with labor is an all-inclusive battery replacement service for our customers with APC by Schneider Electric equipment using modular batteries.

The comprehensive modular battery replacement service includes the following:

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



**Green
removal
and disposal
of your old
batteries!**



For information on other services,
please visit services.apc.com

*This service is not available on all products or in all areas. Please confirm with your local service sales representative.

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Schneider Electric Critical Power & Cooling Services: Services for your Single-Phase Product

Comprehensive service plans for your single-phase products



Schneider
Electric™

The guaranteed protection your valuable equipment needs

Service Solutions for Single-Phase Products

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.

Available Services*:	
Assembly/Power-UP Service	+
Service Pack Extended Warranty	+
Extended Warranty	+
Service Plans	+
Preventive Maintenance	+
Battery Replacement Service	+

Why purchase services?

Single-phase services provide you with peace of mind in knowing your valuable equipment is fully protected in the event of failure. You can choose the individual services or complete service plan that best suits your needs and budget. The benefits are too valuable to turn down.

- > **No unexpected out-of-pocket expenses** All-Inclusive service packages, including batteries, take the guess work out of budgeting for maintenance.*
- > **Minimized downtime** Rapid response times ensure product is back up and running as quickly and efficiently as possible.
- > **Longer equipment life** Regular service and maintenance extends the life of your hardware and can prevent potential problems.
- > **Accurate diagnosis and repair** Dedicated technical support team has direct access to the engineers that designed the equipment.
- > **Quick and reliable response** Timely service, readily available factory-certified replacement parts, and skilled technicians ensure the quality and reliability of your product.

Advantages of purchasing directly from Schneider Electric CPCS

Purchasing manufacturer-direct service from Schneider Electric Critical Power & Cooling Services guarantees your product will be back up and running as quickly as possible, with these exclusive benefits.

- > **Technical Support** We offer technical support directly from the manufacturer, who fully understands the product.
- > **Factory Certified Parts** CPCS only uses factory-certified replacement parts to ensure the integrity of the system. In most cases, parts will ship on the next business day for the fastest service. These parts are only available through the manufacturer, and not through third parties.
- > **On-Site Certified Field Service Engineers** Whether you purchase an installation service, an on-site service, or a recertification preventive maintenance visit, you can be sure the technician at your site is factory-trained, certified and able to safely work on your equipment.

*This service is not available on all products or in all areas. Please confirm with your local service sales representative.

A simple way to prolong the life of your equipment

Single-Phase Services

Warranty Extensions*

Available for Back-UPS and Smart-UPS

Warranty Extensions extend coverage beyond the original factory warranty period, ensuring that your equipment is protected from failure, and you are protected from costly out-of-pocket expenses for repairs.

Two types of warranty extensions are available:

Service Pack—Physical Extended Warranty This warranty is available with the product purchase, and is available in one- or three-year increments.

Extended Warranty This warranty is available throughout the factory recommended life cycle of your equipment, providing peace of mind and product failure protection for one- or three-year increments. This service is available for renewals and after the initial service pack has been purchased.

Both warranties offer these features:

- > Repair or replacement of your UPS in the event of failure
- > Toll-free 7X24 technical support with product-specific support engineers**
- > Replacement batteries—no unexpected out-of-pocket expenses*
- > Next business day of replacement parts or unit*
- > Cross shipment of parts—no waiting for your critical equipment

Service Plans

Available for Symmetra LX and Smart-UPS

Service Plans are the perfect solution for ensuring that a certified Field Service Engineer (FSE) will be available to correct any problems and bring your business back up and running as quickly as possible. Certified FSEs visit your site to diagnose and repair your system according to manufacturer specifications.

Service Plans are available throughout the factory recommended life cycle of your system and include the following:

- > Next business day on-site visit
- > Parts, labor, and travel
- > Replacement batteries*
- > Response upgrades available*
- > Remote Monitoring Service*

Installation Service

Available for Symmetra LX and Smart-UPS

Assemble and Power-UP your UPS/Battery Frames and racks with Installation Service from CPCS. Certified FSEs will professionally assemble your single-phase system, ensuring your equipment has been properly installed and is operating at peak performance.

The bundled service includes the following, making it even easier to get your system up and running to manufacturer specifications:

- > Unpacking, inspection, and positioning of all components
- > Verification of proper wiring in Hardwired system
- > Power-UP of hardware
- > Diagnostics check to ensure system is operating correctly

*This service is not available on all products or in all areas. Please confirm with your local service sales representative.

**7X24 support is not available in all locations.



**One-year
Extended
Warranty =
Lowest Cost**



**Three-year
Extended
Warranty =
Best Value**

