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1.0 Executive Summary

The Extended Warranty Service Pack provides peace of mind and product failure protection beyond the original factory warranty period. Once the standard 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.

With the purchase of the Schneider Electric Extended Warranty Service Pack, you will experience a seamless extension of the standard factory warranty by one to three years, depending on Service Pack purchase. The Extended Warranty Service Pack provides repair or replacement of your product and even covers your battery.

The Extended Warranty Service Pack online registrants receive many benefits, such as 24 X 7 Schneider Electric Customer Service support, a dedicated Service Pack toll free number, professional priority call handling, and next business day shipment.

The Extended Warranty Service Pack can be purchased at anytime during the original factory warranty period of the product and can provide you with up to six years of maximum coverage (depending on the product factory warranty).

2.0 Features & Benefits

Features	Benefits
One or Three Years of additional product failure coverage	Provides peace of mind and complete factory warranty protection for up to six years.
Dedicated 24 X 7 Customer Service Support with Toll Free Call-in Telephone Number*	Service Pack customers are provided with a dedicated toll-free number and priority call handling. Calls are handled 24hours a day, 7 days a week by call center professionals. * Not available in all locations, please contact your local Schneider Electric service sales representative.
Service Warranty Certificate	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.
EcoStruxure IT App	Instant information on connected devices, live sensor data and alarms available on your mobile.

3.0 Details of Service

3.1 The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described.

Warranty	
Activities	Description
Provide Extended Warranty Service Pack	The Extended Warranty Service Pack contains the Service Registration URL and Registration Key Number for online activation of your service entitlement.
Create Warranty Entitlement	Once the Service Pack is registered online, Schneider Electric service will create the warranty extension service entitlement and provide the customer with a Service Certificate via e-mail.
Provide Dedicated Service Pack Customer Telephone Support	Schneider Electric service will provide dedicated 24 X 7* Service Pack technical telephone support. *Where available
Provide Extended Warranty Redemption	The Extended Warranty Service Pack provides repair or replacement of your product and even covers your battery.
	Should warranty redemption be necessary, Schneider Electric service will provide, at their discretion, a replacement unit, new battery, or new parts.
	Schneider Electric service will ship out the replacement and provide a prepaid return shipping label for the used UPS or battery.

3.2 EcoSTRUXURE IT APP DELIVERABLES

Advantage Plus Customers access to EcoStruxure IT app which is available on Android and IOS, and allows instant access to live sensor data. They can access to EcoStruxure Asset Advisor Service, which is a paid service. It is a cloud-enabled remote monitoring service that proactively minimizes downtime, provides more insights and incident tracking on critical devices. Moreover, it will help reducing break-fix resolution time through smart alarming, remote troubleshooting and visibility into your equipment lifecycle. It allows to chat with your own team and the experts at the Schneider Electric Service Bureau 24x7, providing peace of mind and fast problem resolution.

The connection to EcoStruxure Asset Advisor is done through Data Center Expert version higher than 7.4 or through EcoStruxure IT Gateway, which is a free downloadable software. Machine data forms the basis of long-term operational insights and analytics, aimed at reducing equipment maintenance costs, and delivered through a secure connection. The upgrade to EcoStruxure Asset Advisor upgrade is done on Ecostruxureit.com per device or per group of devices.

For additional information and availability in your country, please go to: Ecostruxureit.com
Information on system requirements can be found on: ecostruxureit.com/system-requirements/

The specific activities of the EcoStruxure IT app service are listed below:

Activities	Description
Alarms and live data on EcoStruxure IT app	Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.
Alarm Notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via mobile app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
Delivery of Regular Reports	Schneider Electric will deliver a regular report with key metrics on connected devices, including incidents and alarms and current and expected lifespan for the physical infrastructure.

4.0 Assumptions

The successful performance of the tasks defined is based on the following key assumptions:

- The customer has purchased an Extended Warranty Service Pack of an APC single phase UPS, accessory or cooling product, which is still within the service life span limits determined by APC.
- The Standard Factory Warranty and the Extended Warranty period have not expired.
- APC will provide guidance on what the product's service life span limits are at time of purchase.
- Extended Warranties for accessories are only available in a 1 year increment.
- The maximum warranty limit is six (6) years for products with a 3-year factory warranty (3 + 3), five (5) years for products with a 2-year factory warranty (2+3) and four (4) years for products with a 1-year factory warranty (1+3).
- EcoStruxure Asset Advisor is not available in all locations. Please consult with your local Schneider Electric service sales representative for availability in your area.
- EcoStruxure Asset Advisor is only available if EcoStruxure IT Gateway or Data Center Expert version higher than 7.4 is installed and configured
- Some aspects of the service definition presented in this document may vary by location. In the case of a conflict between the service definitions contained on this Statement of Work and the local service definitions the local service definitions will prevail. For more information, please refer to your Certified APC sales representative.

The following items are outside the scope of this warranty. Please contact your certified Schneider Electric service sales representative for more details.

- Non-Schneider Electric Products
- Three-Phase Products

5.0 Scope of Responsibility

The items started here are responsibilities to and from both Schneider Electric service and customer.

5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Provide Extended Warranty Service Pack package.
- Provide Schneider Electric Service Certificate.
- Provide shipment of UPS, battery or parts, at no extra charge to and from the customer's site.

5.2 CUSTOMER RESPONSIBILITIES

- Register Service Pack Service Entitlement online in a timely manner.
- Contact Schneider Electric Service Pack customer support in case of occurrence of issue.
- Provide a point of contact during time of service.
- Provide a point of contact for receipt of units and components.
- Return used UPS or Battery using prepaid Schneider Electric service shipping label

6.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

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