Life Is On | Schneider Electric

Schneider Electric Critical Power & Cooling Services

Expertise, service, and support for building, industry, power, and data center infrastructure

Service solutions from a trusted advisor

Schneider Electric Critical Power & Cooling Services (CPCS) provides the expertise, services, and support you need for your building, industry, power, or data center infrastructure.

It's a fact that investing in proactive maintenance and regular service can prevent potential breakdowns from happening, reducing or even eliminating costly downtime.

Our world-class services offer a smart way to protect your equipment, ensuring that your system is always operating at peak performance, thereby prolonging its life span.

But we're not just about service for your Schneider Electric™ products. We proudly serve as a trusted advisor to our global clients, supplying the expertise and solutions required to plan, build, and operate mission-critical infrastructure.

Whether you are a facilities manager in need of minimizing the effects of a power outage on your building, a manufacturing engineer tasked with keeping the production line moving, or a data center manager concerned about escalating energy costs from high-density applications, you can turn to the experts at Schneider Electric CPCS. It's our business to understand your business. Together, we'll work to develop a solution to maximize system availability, increase efficiency, and meet your budget.

Service provider for Schneider Electric brands and products respected around the world

- APC™ by Schneider Electric
- Pelco™ by Schneider Electric
- NetBotz™
- Square D™ by Schneider Electric
- Merlin Gerin™
- StruxureWare™
- MGE™
- T.A.C.™

As your trusted advisor, we offer:

- Energy management services
- Power and cooling analysis
- Project management
- Data center assessments
- Service plans
- Cloud-based remote monitoring services

Quality service and solutions from trained and trusted professionals

CPCS, supported by the power of Schneider Electric, delivers the highest quality services and ensures the right people, in the right place, at the right time!

What sets Schneider Electric apart from the competition and makes CPCS exceptional?

- **Experience:** Our proud 170-year history has led us to worldwide recognition as the thought leader in energy management, power and cooling infrastructure, and energy efficiency.
- **Reputation:** Our highly trained teams — technical support, project managers, Field Service Engineers (FSEs) — and our strong commitment to quality service have earned us a reputation as a trusted advisor in the industries we serve.
- **Availability:** Our extensive worldwide service network is one of the largest in the world. This enables us to deliver service where and when you need it.
- **Expertise:** Our highly skilled, certified FSEs are trained directly by the product developers themselves. This provides them with the highest level of system knowledge, resulting in accurate and quick diagnosis and repair.
- **Speed:** If equipment issues should arise, our technical support team is only a phone call away, ready to help you quickly diagnose the problem. When on-site help is required, our service plans dispatch a FSE rapidly, ensuring your system is up and running as fast as possible.

Schneider Electric CPCS is committed to providing you with the service solutions for your business needs today, and the help you need to plan for your business needs and growth in the future.

Schneider Electric

Why proper service is essential

Proper care and regular maintenance prolong the life of your equipment while ensuring peak performance and efficiency.

All mission-critical infrastructure requires appropriate protection through proper system maintenance. Insufficient or inadequate service can lead to costly equipment failure and system downtime.

While environmental changes, human error, or product-related factors can have a sudden impact on system availability that requires a quick and reactive service response, identifiable events such as worn-out parts or batteries beyond their life expectancy can be prevented by implementing a proactive, preventive maintenance plan. Proper service is the key to preventing or managing these events.

With service from CPCS, you have full access to factory-certified parts, engineering revisions, and firmware upgrades that are not available from third-party service providers.

Benefits of regular service

- Prevents potential problems, reducing or even eliminating costly downtime
- Makes equipment more energy efficient
- Ensures peak system performance — much like regular oil changes or tuneups will improve your car's performance
- Protects your investment and can prolong the life of your system
- Frees you to focus on your core competencies

1,200

FSEs worldwide

170

service centers in 100 countries

900

service provider partners worldwide

100M+

combined man hours of field service experience

Advantages of factory direct service

Why buy your "factory-direct" services from Schneider Electric CPCS?

- **Highly trained FSEs** — Schneider Electric CPCS proudly offers an extensive global network of factory-certified FSEs with advanced systems knowledge and expertise. A service contract with us provides you with an ongoing trusted advisor relationship with a skilled FSE who can assess your power and cooling needs, identify and try to prevent potential problems, and suggest improvements. And our FSEs are trained directly by the people who know the products best — our product developers — making them the best in the industry at quick and accurate troubleshooting and diagnosis of system issues. This proven know-how results in shorter repair times, minimal downtime, and optimal system performance.
- **Service when and where you need it** — With nearly 1,200 factory-trained and certified FSEs around the globe, our extensive network guarantees you will have access to service where and when you need it. This level of worldwide coverage enables us to offer next business day on-site response in most locations with an upgrade to an eight-hour or even a four-hour response in many locations. We also offer an extensive and efficient worldwide service network, which includes an additional 900 service partners, six regional service centers, nine country service centers, and 49 rapid deployment centers, for fast access to parts. CPCS also provides 24/7 technical support in locations around the world, many with local language technical support during normal business hours. Through our partner network, we can extend our reach for service coverage around the world while maintaining the high standards of service excellence CPCS is known for.
- **One source for total solutions** — The best reason to choose Schneider Electric CPCS as your service provider 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.

Service and support for your infrastructure

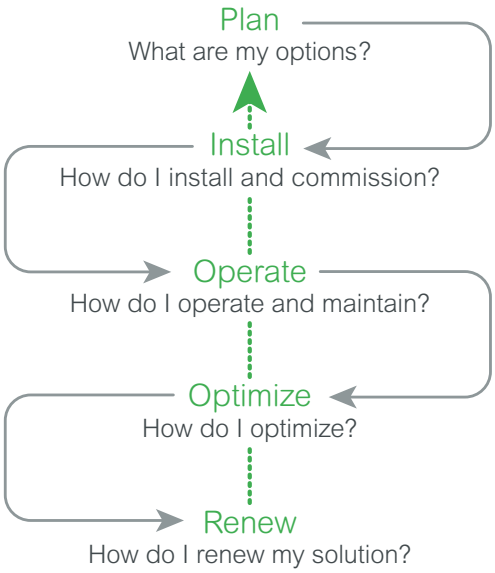
Schneider Electric is committed to providing services that dramatically simplify the process of planning, deploying, and operating the most efficient and reliable facilities.

We offer service and support for many vendor-neutral products and applications, including UPS units, power distribution and generators, cooling solutions, racks and accessories, security and environmental solutions, and software. We also provide services such as project management, assessments, and facility operations.

Every facility experiences growth, changes, and new business requirements through its life cycle that make it necessary to expand, consolidate, or deploy new technology. Schneider Electric is here to help every step of the way. Our service team will work with you to establish comprehensive protection for all of your critical equipment, with flexibility to easily add coverage for new products as they are acquired. The result is a hassle-free, easy-to-manage service plan that saves you time and headaches while protecting your investment.

The graphic to the right illustrates the stages of the infrastructure life cycle. Whichever stage you are in, Schneider Electric has the expertise, support, and services to help you prepare, design, acquire, implement, maintain, and upgrade your mission-critical equipment.

Asset Management Life Cycle



Plan	Install	Operate	Optimize	Renew
Our experts can help you plan, define, and design the right solution for increased efficiency and availability.	Convert your plan into an efficient, reliable, and safe solution with project management, installation, and integration services from Schneider Electric to ensure quick and efficient implementation of your equipment.	Maximize your solution uptime and performance with Advantage Plan service packages that keep your equipment running efficiently and maintain maximum availability while protecting your investment.	Our solution experts and remote monitoring systems will provide proactive and tailored recommendations that are needed to reduce risk and improve solution's performance and reliability.	Schneider Electric enables you to increase performance and flexibility while controlling the costs of aging infrastructure.

Assessments for your building, industry, power, or data center

Assess your environment's power and cooling infrastructure; identify ways to improve energy efficiency and availability.

For today's IT managers, energy management is a top concern. Increasing energy demands and the spiraling cost of energy have led to an increased focus on reducing energy consumption while maintaining maximum availability. Schneider Electric offers a number of assessment services aimed at improving energy efficiency and enhancing reliability.

EnergySTEP (Energy Sustainability Tiered Efficiency Program)

EnergySTEP™ Assessments provide a tiered approach to energy management in your data center.

EnergySTEP Data Center Assessment

One of our highly trained FSEs visits your data center to collect data on the physical infrastructure, including layout and configuration, cooling systems, power systems, rack management, environmental conditions, and more. Data is then analyzed and compared with similar facilities and industry averages. Finally, a customized report identifies quick and easy ways to reduce energy consumption, increase efficiency, maintain or enhance availability, and optimize power and cooling systems in the data center.

Advanced EnergySTEP Data Center Assessments

Take the process a step further with a more comprehensive, front-loaded, customized assessment of your existing or planned data center. EnergySTEP assessments provide you with the data and the expertise you'll need for effective energy management, efficient operations, and optimal performance in your data center.

Additional assessment services

- Data center power and cooling assessment
- Data center computational fluid dynamics analysis
- Data center circuit tracing
- Thermography assessment
- Network closet assessment
- Customized assessment

Assessment Services are not available in all locations. Check with your CPCS representative to determine availability.

Project services

CPCS provides the project management services you need to efficiently roll out your large scale project, leaving you free to concentrate on your core business.

Project Management

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

Schneider Electric Project Management services are designed to assist you with the management and efficient rollout of large-scale projects, allowing you to focus on your core business objectives. CPCS takes responsibility for successful completion of the project based on a comprehensive project plan consisting of the scope, schedule, risk analysis, communication plan, and change order process. Your dedicated project manager will guide all stages of the project to ensure that completion is on schedule and within budget, avoiding costly overruns and saving you time and money.

Installation Management

A single point of contact for efficient implementation of your solution

Installation Management is a standard service that assigns a project manager from PO to project completion to coordinate, manage, monitor, and report on the installation, giving you a reliable single point of contact. This service also includes site coordination service, which prepares your site for quick and efficient implementation of your solution.

Site Coordination

Prepares your site for quick and efficient implementation of your Schneider Electric equipment

This service is delivered by an experienced FSE who reviews mechanical and electrical installation requirements, verifies floor layout design to ensure efficiency, and confirms receipt and condition of components during system delivery. This single point of accountability decreases cost or scheduling problems, and provides greater visibility and control of your data center project.

Some services may not be available in all locations. Check with your CPCS representative to determine availability.

Integration services

Software Management Services

Implementing your StruxureWare software solution

We offer a wide array of software services for your data center. Software Installation ensures your StruxureWare solution is installed according to manufacturer specifications. Software Integration provides the planning, design, and project management to integrate our management product with your existing software or system. Software Configuration enables you to configure your system in order to utilize its full capabilities yet suit your specific business needs.

Software Maintenance guarantees that your investment remains current with software updates, as well as technical support when needed. Software Education, delivered at your location, helps you get the most out of your investment by teaching you operational skills and best practices. Lastly, because not every computing environment is the same, Software Enhancement allows you to work directly with senior software engineers to customize our product into an ideal solution for your unique environment.

Custom Structured Cabling Service

Design and installation of a comprehensive structured cabling system optimized for your requirements

A BICSI®-certified Registered Communications Distribution Designer (RCDD®) will design a structured cabling solution that incorporates the APC Zero-U Data Distribution Cable assemblies along with industry-leading copper and fiber optic cabling components to support current and emerging technologies.

Certified technicians will install the horizontal and backbone cabling, utilizing industry-standard cable management systems to support proper airflow within the server cabinets. A dedicated project manager will coordinate logistics, oversee the installation team, and ensure compliance with the requirements, scope of work, and applicable codes and standards. Testing and labeling of the system will be conducted in accordance with TIA/EIA standards.

Server Migration and Cable Management

Migration, consolidation, and optimization of your IT equipment and cabling, tailored to your specific needs

Our experienced Network Infrastructure Engineers and Telecommunication Project Managers will provide the expertise and resources required to migrate your critical, rack-mountable equipment to your new solution. Allowing us to help design, plan, and execute your server migration ensures your equipment is properly installed and labeled before your critical cutover deadline. We can optionally map and trace your existing patch cords before the move; all your devices will then be cross-connected to the same switch ports in their new locations. Special care is taken to provide optimum cable lengths, cord management, and clear labeling to optimize airflow and enable stress-free adds, moves, and changes.

Installation services

Assembly and Start-UP

Learning how to correctly operate and troubleshoot your equipment results in decreased downtime and support requests.

Start-UP service by a certified FSE ensures full factory warranty coverage

Start-Up service is automatically included with the purchase of many three-phase APC brand UPS units. For other three-phase products, Start-Up is strongly recommended and is required to guarantee full coverage under the factory warranty. A Schneider Electric-certified installation and commissioning of your solution ensures your equipment is properly and safely configured for optimal performance.

Installation by a factory-trained engineer can also extend the life of the hardware and ensure employee safety, environmental compliance, and conformance with specifications such as circuit breakers or cable size. With the option of installation packages or individual services for start-up and assembly, you can choose the services to meet your specific site requirements. An off-hours, 24/7 upgrade option is also available.

Electrical, Mechanical, and Per Spec Installation

Additional installation services for the safe and efficient implementation of your solution

Choosing Electrical, Mechanical, and Per Spec Installation Services frees you to focus on your core business while we safely and efficiently implement your solutions.

Electrical Installation Services

- UPS wiring
- Generator wiring
- Power and distribution panels
- Power to cooling

Mechanical Installation Services

- Generator piping
- Chiller piping
- PEX-AL-PEX piping
- Chilled water piping

Mechanical Installation Services

- Concrete pad pouring
- Room construction such as walls, doors, or lighting
- Raised floor installation
- Engineered stamped drawings

Custom NetBotz Installation

Monitoring your critical IT spaces

Enjoy the flexibility of placing cameras and environmental sensors where they are needed most. Outfit your data center, telecommunications rooms, and essential IT spaces with security and environmental monitoring to proactively mitigate risks to your uptime.

Some services may not be available in all locations. Check with your CPCS representative to determine availability.

Testing and training services

Testing

Witness your product in a testing environment before hooking it up to a critical load

We offer both Site Acceptance and Factory Acceptance Testing, as well as customized testing that may be required for specific sites.

Factory Acceptance Tests ensure that the solution is properly configured to specifications and fully functional prior to the installation, helping to avoid delays or unexpected problems at start-up. A Site Acceptance Test, or Commissioning, will guarantee that the solution is fully integrated with your existing infrastructure.

Training

Skill-building and learning opportunities to help you efficiently operate your equipment

Training is a critical component and key catalyst for the life cycle of any mission-critical space. Our award-winning trainers will help you gain the skills necessary to efficiently operate your equipment, increasing the availability and productivity of your solutions while decreasing support requests.

We also offer learning opportunities, either on-site or in our training center, to keep you up to date on the latest industry trends and technology. Whether it is power protection, cooling, or software management solutions, we have the right education for you.

Maintenance services

CPCS offers a variety of battery services to ensure that your batteries are serviced properly and, when required, safely replaced by certified service professionals.

Schneider Electric offers a comprehensive services portfolio designed to ensure your mission-critical applications receive the proper care and maintenance they need to operate at optimal levels — at all times. These services prevent unnecessary downtime, helping you optimize your data center operations while saving you headaches, time, and money.

Maintenance services include On-Site Warranty Extension, Preventive Maintenance, Battery Services, and Remote Monitoring, and are available individually or as a service plan customized for your unique requirements.

On-site Warranty Extension

Delivers the on-site support you need to bring your business back up and running in a time frame compatible with your business requirements

In today's business world, where an extended outage can cost tens or even hundreds of thousands of dollars in lost productivity, keeping your systems online is critical. In the event of a system issue, a FSE will arrive on-site by next business day to isolate, diagnose, and correct the problem in as little time as possible, minimizing downtime. Upgrades to even faster on-site response times are available in many locations. Parts, labor, and travel are included, so you won't have any unexpected budget expenses.

Available in a one- or two-year term, On-Site Warranty Extension extends the protection and peace of mind provided by the factory warranty.

Response Time Upgrades

Rapid on-site response for businesses where uptime is critical

CPCS offers next business day as the standard on-site response time during the factory warranty, On-Site Warranty Extension, or any Advantage Plan service contract. In many locations, this response time can be upgraded to an eight-hour or even a four-hour response. The benefits are obvious — earlier diagnostics, faster repair, and decreased downtime.

Preventive Maintenance Services

An on-site examination of your system that ensures optimal performance and prevents problems before they occur

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, preventive maintenance should be performed on a regular basis.

This proactive service, performed by a certified FSE, includes a visual inspection and cleaning, environmental and electronic inspections, and functional testing to ensure the system is operating at peak performance and identify issues that may cause future problems.

Corrective maintenance, parts replacement, and free firmware upgrades are performed as necessary, and a 24/7 upgrade option is available.

Battery Services

Battery Maintenance and Replacement Plans

UPS batteries are not immune to failure. Battery failures account for more than half of all UPS failures. It is by far the most vulnerable and most failure-prone part of your UPS. This is why regular maintenance of these batteries is critical to ensure backup power is ready when needed. Battery preventive maintenance and proactive replacement are vital components of any UPS maintenance program, since one failed battery can compromise an entire system.

Some services may not be available in all locations. Check with your CPCS representative to determine availability.

Battery Services (continued)

CPCS offers a variety of battery services to ensure that your batteries are serviced properly and when required, safely replaced by certified service professionals. Battery System Conversion Services upgrade the technology of the UPS system without replacing it. The advantages of Li-ion batteries are extremely valuable and the possible benefits are significant. Schneider Electric Battery services offer an ideal solution for staying ahead of potential failures. What's more they can be customized for your needs and budget.

EcoStruxure Asset Advisor

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

EcoStruxure Asset Advisor is a cloud-based remote monitoring service that proactively minimizes downtime and reduces break-fix resolution time through smart alarming, remote troubleshooting, and visibility into your device life cycle.

EcoStruxure IT app, that you can easily download from app and configure, allows instant access to live sensor data and chat 24x7 with your own team and the experts at the Schneider Electric Service Bureau, providing peace of mind and fast issues resolution.

Machine data forms the basis of long-term operational insights and analytics aimed at reducing equipment maintenance costs, and delivered through a secure connection.

Modernization Services

Affordable, preventive replacement of your UPS or critical components combined in a service configured to meet your needs

As your critical infrastructure ages, it is exposed to more risk and unexpected issues or potential downtime due to wearing components.

Our modernization services provide you with solutions to increase your availability while maximizing your investment. Modernization services can help reduce total cost of ownership through upgrades and proactive parts replacement and ensure peace of mind knowing your aging infrastructure is protected and operating at manufacturer's specifications. Modernization Services offers include Refresh-UPS, Modular Power Revitalization Services and Cooling Modernization.

Advantage 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 Advantage Ultra 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. And you'll have peace of mind in knowing your system has the best, most comprehensive service plan available.

Customize any Advantage Plan to fit your unique 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.

Package	Advantage Plus	Advantage Prime	Advantage Ultra
Technical Support	☑	☑	☑
Annual Preventive Maintenance Visit	☑	☑	☑
Guaranteed Next Business Day Onsite Response*	☑	☑	☑
EcoStruxure Asset Advisor**	EcoStruxure IT App	EcoStruxure Asset Advisor	EcoStruxure Asset Advisor
Remote Monitoring Service (RMS)**		☑	☑
Priority Access to the Supply Chain	☑	☑	☑
Parts***	Discounted rates	Discounted rates	**All included**
Labor & Travel	Standard rates	**All included**	**All included**
Asset Capacity Trending Report, Asset Management Plan	Advantage Max Option		
Data Center Health Check			

* Upgrades to 8 hour or 4 hour onsite response time and upgrade to 24 x 7 Preventive Maintenance Service may be selected where available.

** RMS is not available in all regions or on all products. See your Service Sales Rep for details. Replaced by EcoStruxure Asset Advisor where available.

** EcoStruxure Asset Advisor, formerly-known as StruxureOn, is not available in all regions or on all products. See your Service Sales Rep for details.

*** Batteries not included.

Some services may not be available in all locations. Check with your CPCS representative to determine availability.

Data center operation services

Simplified, reliable management and maintenance for your critical facility.

Choosing a service plan is the best way to maintain and optimize your mission-critical applications.

Uncoordinated or inconsistent service delivery standards can elevate the risk of downtime due to human error, and the burden of managing multiple vendors, schedules, and processes can lower overall operational efficiency in your business. Regular service is an integral part of maintaining the health and availability of critical power and cooling infrastructure such as UPSs and cooling units, generators, and switchgear. Schneider Electric is a world-class provider of brand-agnostic services for all OEM and third-party mission-critical equipment, delivering a single-contact solution for managing all of your critical infrastructure needs.

Vendor Management

Simplify the management of your facility

Our Vendor Management Service arranges and manages all vendor services within the contract, including scheduling and dispatch for preventive, corrective, and emergency maintenance services.

Managed Maintenance

Increase the reliability of your facility

This comprehensive solution encompasses all aspects of proper maintenance practices, including hardware servicing, vendor management, preventive maintenance scheduling, emergency response, critical site documentation, and supervised maintenance. Our proven methodologies ensure that critical systems work as designed, reducing the risk of human error and helping to predict and prevent failures.

Critical Facility Operations

Optimize the availability of your facility

Our on-site Critical Facility Operations service places highly trained and certified specialists at your site, so you have more time to focus on your core business. We conduct preventive and corrective maintenance activities, supervise outside vendors, perform daily walk-throughs, and develop stringent operational procedures based on best practices, an advanced management suite and our vast expertise unsurpassed in the industry.

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