



Features & Benefits	Advantage Plus	Advantage Prime	Advantage Ultra
<p>Preventive Maintenance Visit</p> <p><i>Preventive Maintenance (PM) Visits are performed annually for power products and semi-annually for cooling products. All parts, labour and travel related to the visit are included. These visits are performed during normal working hours Mon-Fri (5x8). Upgrade options are available for additional visits or performed after hours & can be purchased at an additional cost...</i></p> <p><i>PM Visit provides certified APC by Schneider Electric service staff on site at a predetermined date in order to</i></p> <ul style="list-style-type: none"> Perform Visual Inspection Perform Environmental Inspection Perform Mechanical/Electrical Inspection Verify firmware revision and update as needed Deliver Site Report with service recommendations: 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>On-Site Service</p> <p><i>A certified field service engineer arrives on site in the event of a failure. Guaranteed response time is Next Business Day with an option to upgrade to faster response in some regions. Activities performed include</i></p> <ul style="list-style-type: none"> Check system status Check system alarm Troubleshoot reported issue and diagnose problem Repair system as required Complete functional tests after repair Deliver detailed report of action taken Implement firmware update as needed 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Remote Monitoring Service <i>where applicable</i></p> <p><i>A secure, firewall friendly service that provides real-time monitoring of the health and status of your system. Activities include</i></p> <ul style="list-style-type: none"> Collect and document pertinent system information 24 x 7 system monitoring Notify and dispatch field engineer as needed Monthly report identifying potential problems and recommendations 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Technical Support</p> <p><i>Provides escalation support to address system issues in a timely and efficient manner. Support is 7X24</i></p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Priority Access to the Supply Chain</p> <p><i>Quick access to manufacturer's spare parts</i></p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Parts (Exception: Batteries, AC/DC capacitors)	Discounted rates	Discounted rates	All included!
Labour & Travel	Standard rates	All included!	All included!

Disclaimer:

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 APC partner sales representative.