



Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Scope of Responsibility
- 6.0 Terms & Conditions

1.0 Executive Summary

The Extended Warranty provides peace of mind and budget control around product failure protection beyond the factory warranty period. Once the factory warranty for your accessory expires, should your product fail, you expose yourself to potential loss of power protection and out of pocket expenses for repairs or replacement.

With the purchase of the Extended Warranty, you will experience a seamless extension of the Factory warranty by one to three years, depending on coverage purchased. The Extended Warranty provides repair or replacement of your failed product.

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 extended warranty duration
24 X 7 Customer Service Support with Toll Free Call-in Telephone Number*	Customers are provided with a toll-free number. Calls are handled 24hours 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	To make sure their product is properly recorded, customers receive via E-mail a Service Entitlement Certificate providing 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.

*Three Year warranty extensions are not available for all products.

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.

Extended Warranty	
Activities	Description
Create Warranty Entitlement	Schneider will assist the customer in the registration process. It will create the warranty extension service entitlement and provide the customer with a Service Certificate via e-mail.
Provide Customer Telephone Support	24 X 7 Customer telephone support (some geographic restrictions may apply)
Provide Extended Warranty Redemption	The Extended Warranty provides repair or replacement of your product.
	Should warranty redemption be necessary, Schneider Electric will provide, at their discretion, a replacement unit.
	Schneider Electric will ship out the replacement product and provide a prepaid return shipping label for the failed accessory.

3.2 EcoSTRUXURE IT APP DELIVERABLES

Our 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 of an accessory that is either still under factory warranty or under an existing existing warranty.
- Schneider Electric will provide guidance on what the product's service life span limits are at time of purchase.
- 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
- For Netbotz, support includes hardware and software support and covers the main NetBotz appliance and all attached sensors and pods. This service excludes initial configuration, for which a specific service can be purchased.
- 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 sales representative.

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

- Non-Schneider Electric or APC Products;
- Single-Phase and Three-Phase Products;
- Cooling Products

5.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Provide Schneider Electric Service Certificate;
- Provide telephone customer support;
- Provide 'next business day' shipment of accessory or parts, at no extra charge to and from the customer's site.

5.2 CUSTOMER RESPONSIBILITIES

- Provide the product model and serial number and registration information;
- Contact Schneider Electric customer service 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 failed accessory or part using prepaid Schneider Electric shipping label.

6.0 Terms and Conditions

Schneider Electric Standard Terms and Conditions apply.

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