



Schneider Electric Critical Power & Cooling Services:

Battery Services

A comprehensive solution to protect your battery system

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Schneider
Electric

Peace of mind protection for your APC by Schneider Electric UPS

Comprehensive Battery Maintenance Plans

Which battery service is right for you?

Without question, business needs vary from company to company. That's why Schneider Electric™ Critical Power & Cooling Services offers a wide range of both reactive battery maintenance plans and proactive battery replacement services.

The many benefits of battery maintenance plans

We all know that batteries fail over time given their inherent nature. uninterruptible power supply (UPS) batteries are not immune to failure. Fortunately, redundancy can safeguard your mission-critical availability when batteries for your three-phase UPS units go down. But even a redundant system has its limitations in protecting your critical infrastructure. A comprehensive maintenance plan that includes replacement of failed batteries ensures maximum availability and reliability. Hassle-free plans give you peace of mind in knowing that your UPS batteries are covered should failure occur. With our quick, on-site response by trained field service engineers, you can replace your failed batteries quickly.

Overview of comprehensive battery maintenance service plans

Our battery maintenance plans include the Battery Frame On-Site Warranty Extension (OWE) Service and Battery Advantage Ultra Service Plan. These plans eliminate unexpected out-of-pocket battery expenses by providing 100 percent full battery coverage in the event of a failure. Since these plans include remedial batteries themselves, you can't afford not to be covered!

Available in one- and two-year contracts, the Battery Frame OWE Service for battery cabinets and internal batteries must be purchased at the same time as the corresponding UPS. The Battery Advantage Ultra Service Plan, by contrast, can be purchased at any time in the service life cycle as long as the UPS is covered under a similar maintenance plan. Please contact your local service sales representative for availability.



OWE Service

OWE Service is available on battery cabinets and internal batteries

- Available in one- or two-year increments, sold concurrently with the product (response time will match terms of the UPS OWE)
- Labor, technical support, and travel expenses included
- Individual failed batteries included
- (1) 5X8 Preventive Maintenance, upgrades to 7/24 available*
- OWE Service must be purchased on the UPS before it can be purchased on the UPS
 - Response time will match the terms of the OWE Service

Advantage Ultra Service Plan

Advantage Ultra Service Plan is available on battery frames and internal batteries

- Labor and travel expenses included
- Individual failed batteries included
- (1) 5X8 Preventive Maintenance, upgrade to 7/24 available
- Technical support
- Advantage Ultra Service Plan must be purchased on the UPS before it can be purchased on the battery frame, but it is available throughout the service life cycle of the UPS as long as there is not a lapse in coverage
 - Response time will match the terms of the UPS Advantage Ultra Service Plan

An easy, green way of replacing UPS batteries

Battery Replacement Services

A proactive, one-stop solution for 24/7/365 availability

Most batteries have a useful service life ranging between three to five years, depending on the environment in which they are used. When the time comes to proactively replace all of your battery assets, Schneider Electric Critical Power & Cooling Services has a service solution to meet your business needs.

Performed by service-certified Schneider Electric Critical Power & Cooling Services field engineers, Battery Replacement Service is the ideal service for staying a few steps ahead of inevitable battery failure.

Replacing batteries proactively in total ensures that your batteries will last longer, reducing both cost and downtime while safeguarding availability. Without such a service, you may be tempted to replace batteries one at a time as they become depleted. This approach actually weakens the new batteries, however, causing more frequent failures.

An all-inclusive solution for modular product

Modular battery replacement service (MBRS) is a one-stop full battery replacement service, including OEM batteries, on-site replacement, all parts and labor, and environmentally friendly removal/disposal of used batteries. With this all-inclusive option, you don't have to redirect employees to install the batteries, allowing IT staff to focus on its primary responsibilities.

The Battery Replacement Service

Schneider Electric Critical Power & Cooling Services includes battery replacement by a certified field service engineer. The batteries and disposal are customized to the individual need and are an integral part of the service.

Installation services are available for each cabinet as well. The benefit to having an installation is confirmation by a certified technician that your unit is installed to specification. For preventive maintenance, all battery information obtained during maintenance testing is provided and stored in our database for historic reference and analysis, thereby giving you in-depth information on the condition and life cycle of your batteries.

With our hassle-free battery maintenance plans, your APC by Schneider Electric UPS batteries are 100 percent covered in the event of a battery failure.

MBRS with Labor

MBRS is an all-inclusive battery replacement service for customers with APC™ by Schneider Electric equipment using modular batteries:

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

MBRS without Labor

MBRS without labor is a battery solution for customers who would like to purchase both the batteries and disposal of depleted batteries, but prefer to install them themselves:

- OEM-approved modular batteries
- Transportation of depleted batteries to approved recycling center
- Environmentally compliant removal and disposal of the depleted batteries

Battery Replacement Service*

Battery Replacement Service provides customers with a certified Critical Power & Cooling Services engineer to install their new batteries, to refresh the system:

- Labor
- Travel

Available Battery Services by UPS

	On-Site Warranty Extension*	Advantage Ultra*	Battery Replacement	Battery Installation Service	Battery Preventive Maintenance
Symmetra™ PX	+	+	+	+	+
Smart-UPS VT/Galaxy 3500	+	+	+	+	
EPS	+	+	+	+	+
Comet™	+	+	+	+	+
Galaxy	+	+	+	+	+
Silcon™		+	+	+	+

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

*Please contact your local service sales representative for availability

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