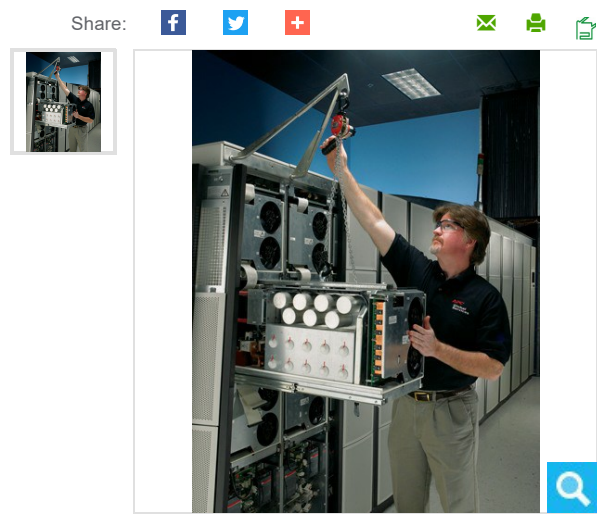


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(1) Yr Advantage Ultra Service Plan for (1) Galaxy VX 500kVA N+1 Redundant UPS

WADVULTRA-VX-52

★★★★★

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WADVULTRA-VX-52 Features

(1) Yr Advantage Ultra Service Plan for (1) Galaxy VX 500kVA N+1 Redundant UPS

|                                                         |                                                                                                                                                                                                                                  |
|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Comprehensive escalation and corrective actions process | In order to resolve outages as quickly as possible and to keep such event from recurring, APC follows a rigorous escalation process that includes in depth root cause discovery and corrective actions practices.                |
| Corrective maintenance                                  | As part of our Preventative Maintenance Service, APC will proactively schedule maintenance visits for issues discovered during our Escalation and Corrective Actions process.                                                    |
| Free firmware upgrades                                  | Part of maintaining your system is ensuring the unit is operating with the most recent firmware version. Firmware upgrades are provided at no extra charge. All Preventive Maintenance contracts include free firmware upgrades. |
| Functional verification                                 | During each Preventive Maintenance visit, our Certified Field Service Engineers will run tests to verify your system is functioning correctly in all operational modes, stopping problems before they start.                     |
| Labor and travel expenses included                      | Travel and labor expenses are included in most service contracts. Please see the statement of work for the service specifics.                                                                                                    |
| Logistics coordination                                  | APC will coordinate the logistics of your installation, from hardware delivery to scheduling installation technicians, ensuring a smooth installation process from start to finish.                                              |
| On site troubleshooting                                 | While on site, our APC Certified Field Service Engineers, backed by years of industry experience, will diagnose any errors directly, ensuring accuracy of any corrective actions taken.                                          |
| Parts included                                          | Replacement parts & components are included with some service contracts. Please see the statement of work for service specifics.                                                                                                 |
| Proactive monitoring                                    | By utilizing customer-specific and global trending techniques, remote monitoring professionals can proactively identify and anticipate physical infrastructure threats before they occur.                                        |

Service Plans Features & Benefits

Serviceability

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EcoStruxure Asset Advisor       | EcoStruxure Asset Advisor is a vendor-neutral affordable 24/7 remote troubleshooting service that provides peace of mind and fast issue resolution, enabled by community-based chat with the Schneider team or Service Bureau, by monitoring critical equipment insights and smart alarming directly to customer's smartphone – proactively minimizing downtime. Instant access to live sensor data via the mobile app. |
| Environmental inspection        | In order to ensure that your system is installed in a suitable environment for optimal functionality, we will inspect the site for conditions that might damage your system, such as excessive heat or humidity.                                                                                                                                                                                                        |
| Flexible on site response times | Choose an on site response time that best meets your business requirements and budget                                                                                                                                                                                                                                                                                                                                   |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Summary Report                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Provides a detailed report of work performed including recommendations for service to ensure optimal performance                                                                                                                                                    |
| Technical support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Our experienced technical support engineers are available to answer your questions, giving you peace of mind knowing the help you need is there when you need it.                                                                                                   |
| Onsite diagnostics & repair                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | While on site our Certified Field Service Engineers will diagnose, repair and test the unit to ensure optimal performance.                                                                                                                                          |
| Experienced Certified Field Service Engineer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Our factory trained Field Service Engineers are rigorously trained and tested on how to efficiently service our products, as well as on safety practices and electrical codes, offering our customers the highest level of service available in the industry today. |
| Parts included or available at a discount                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Replacements parts & components are included or available at a discount. Please see the statement of work for service specifics.                                                                                                                                    |
| Labor and travel expenses included                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Travel and labor expenses are included in most service contracts. Please see the statement of work for the service specifics.                                                                                                                                       |
| <b>Product Distribution</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                     |
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