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Product FAQs



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WQPMV5X8-AX-37 Features

Quarterly Preventative Maintenance 5x8 for InRoom DX 36-61kw

7x24 telephone technical support	Our experienced technical support engineers are available to answer your questions, giving you peace of mind knowing the
	help you require is available at any given time.

If you are like most businesses, you want your systems up and running during your busiest hours. In order to accommodate 7x24 Upgrade option your busy schedule, APC offers an option to schedule services off hours. We will work with you to find a time when servicing your system is least likely to impact your productivity, saving your business time and money.

Consumables replacement From air filters and fuses to fans and capacitors, APC will replace all parts on the system that expire as a result of normal wear and tear.

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

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

APC will coordinate the logistics of your installation, from hardware delivery to scheduling installation technicians, ensuring

APC project managers will provide you with written reports to keep you informed of the progress of your project.

a smooth installation process from start to finish. Allowing an APC Project Manager to oversee your critical projects gives you a single point of contact for all project issues,

leaving you free to focus on your core business objectives.

System cleaning Cleaning your system of dust and grime accumulated during normal operation will extend the life of the hardware.

On-demand Services Features & Benefits

Logistics coordination

Single point of contact

Written summary report

System cleaning Cleaning your system of dust and grime accumulated during normal operation will extend the life of the hardware.

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

Service Summary Report	Provides a detailed report of work performed including recommendations for service to ensure optimal performance
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.
7x24 Upgrade option	If you are like most businesses, you want your systems up and running during your busiest hours. In order to accommodate your busy schedule, APC offers an option to schedule services off hours. We will work with you to find a time when servicing your system is least likely to impact your productivity, saving your business time and money.
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