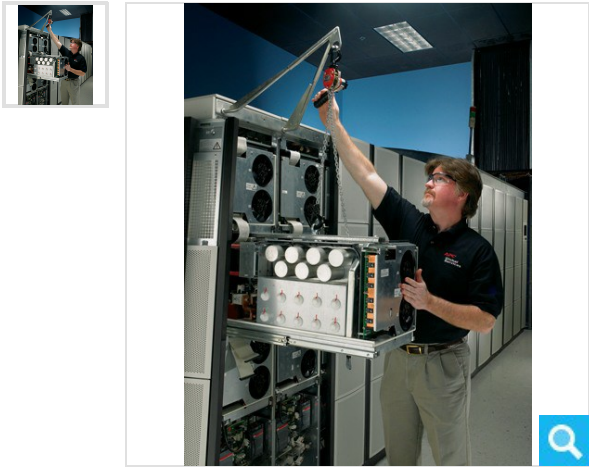


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WADVPLUS-VX-63

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WADVPLUS-VX-63 Features

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

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.

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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.

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