

Product Category

- Plan (2)
- Install (3)
- Operate (5)
- Optimize (4)
- Renew (1)



[Return to Schneider Electric Critical Power & Cooling Services](#)

On Site Service

(1) Year Advantage Prime Service Plan for (1) Modular Cooling Frame (ACECFR20XXX or ACECFR40XXX)

An APC factory trained technician will arrive on site to diagnose or repair your APC equipment

Standard Lead Time: Usually in Stock

WADVPRIME-AX-80

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Product Overview

(1) Year Advantage Prime Service Plan for (1) Modular Cooling Frame (ACECFR20XXX or ACECFR40XXX) Features

Cooling consumables replacement	APC will replace air filters on the system that expire as a result of normal wear and tear.
Service Summary Report	Provides a detailed report of work performed including recommendations for service to ensure optimal performance
Discounted Parts	Replacements parts & components are available at a discount.
Flexible Service Scheduling	Flexible service scheduling options available to meet your business requirements
Onsite diagnostics & repair	While on site our Certified Field Service Engineers will diagnose, repair and test the unit to ensure optimal performance
Proactive monitoring	By utilizing customer-specific and global trending techniques, remote monitoring professionals can proactively identify and anticipate physical infrastructure threats before they occur.
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.
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.
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.
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.
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.
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.
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.

On Site Service Features & Benefits

Convenience

Experienced APC 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.
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.
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.
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.
Parts included	Replacement parts & components are included with some service contracts. Please see the statement of work for service specifics.
Written summary report	APC project managers will provide you with written reports to keep you informed of the progress of your project.

Additional Information

Some aspects of the service definition presented on this web site may vary by location. In the case of a conflict between the service definitions contained on this site and the local service definitions the local service definitions will prevail. For more information, please refer to your Certified APC sales representative.

Product Distribution

Austria, Belgium, Canada, Czech Republic, Denmark, Finland, France, Germany, Hungary, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Russian Federation, Slovakia (Slovak Republic), South Africa, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom, United States