Service Plans

(1) Year Advantage Prime Service Plan for (1) Galaxy 5000/5500 81 to 130 kVA UPS

More Images

Comprehensive service packages that allow you to design the coverage you need to operate your solution efficiently, minimize downtime and manage costs.

Standard Lead Time: Usually Ships within 2 Weeks

WADVPRIME-G5-13

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Locate a Partner

Product Category

- Plan (2)
- Install (3)
- Operate
  - > Vendor Management Services
  - > Managed Maintenance Services
  - > Facility Operations
  - > Extended Warranties
  - > **Service Plans**
- Optimize (4)
- Renew (1)

Return to Schneider Electric Critical Power & Cooling Services

Product Overview | Documentation

(1) Year Advantage Prime Service Plan for (1) Galaxy 5000/5500 81 to 130 kVA UPS Features

Proactive monitoring	By utilizing customer-specific and global trending techniques, remote monitoring professionals can proactively identify and anticipate physical infrastructure threats before they occur.
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.
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.
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.
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.
System cleaning	Cleaning your system of dust and grime accumulated during normal operation will extend the life of the hardware.
Written summary report	APC project managers will provide you with written reports to keep you informed of the progress of your project.

Service Plans Features & Benefits

Serviceability	
Flexible on site response times	Choose an on site response time that best meets your business requirements and budget
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.
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 or available at a discount	Replacements parts & components are included or available at a discount. Please see the statement of work for service specifics.
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.
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 diagnoistics & repair	While on site our Certified Field Service Engineers will diagnose, repair and test the unit to ensure optimal performance

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

Afghanistan, Albania, Algeria, Andorra, Angola, Anguilla, Antigua And Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia And Herzegovina, Botswana, Brazil, Brunei Darussalam, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cayman Islands, Central African Republic, Chad, Chile, China, Colombia, Congo, Congo, The Democratic Republic Of The, Cook Islands, Costa Rica, Cote D'ivoire, Croatia, Cuba, Cyprus, Czech Republic, Denmark, Djibouti, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Estonia, Ethiopia, Falkland Islands (Malvinas), Fiji, Finland, France, Gabon, Gambia, Georgia, Germany, Ghana, Gibraltar, Greece, Grenada, Guadeloupe, Guatemala, Guinea, Guyana, French Guiana, Haiti, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran (Islamic Republic Of), Iraq, Ireland, Israel, Italy, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Korea, Republic Of, Kuwait, Latvia, Lebanon, Lesotho, Liberia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Madagascar, Malawi, Malaysia, Mali, Malta, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Moldova, Republic Of, Morocco, Mozambique, Myanmar, Namibia, Nepal, Netherlands, Netherlands Antilles, New Zealand, Nicaragua, Niger, Nigeria, Norway, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Poland, Portugal, Puerto Rico, Reunion, Romania, Russian Federation, Rwanda, Saint Kitts And Nevis, Saint Lucia, Saint Vincent And The Grenadines, Saudi Arabia, Senegal, Serbia And Montenegro, Sierra Leone, Singapore, Slovakia (Slovak Republic), Slovenia, Somalia, South Africa, Spain, Sri Lanka, Sudan, Sweden, Switzerland, Taiwan, Tanzania, United Republic Of, Thailand, Togo, Trinidad And Tobago, Tunisia, Turkey, Turkmenistan, Turks And Caicos Islands, Uganda, Ukraine, United Arab Emirates, United Kingdom, Uruguay, Uzbekistan, Venezuela, Viet Nam, Virgin Islands (United States), Western Sahara, Yemen, Zambia, Zimbabwe

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