



Improve peak performance, reliability, and uptime of your cooling equipment

Advantage Service Plan for Cooling

Maximize operational resiliency with remote monitoring

Managing your cooling equipment, making sure it operates efficiently at peak performance, while keeping costs under control and minimize downtime can be challenging.

The **Advantage Service Plan for Cooling** is a comprehensive services offer, **available in 4 tiers** and designed to provide you with **remote technical support** and **preventive calendar-based on-site services**.

With Advantage Service Plans, you'll get best-in-class support from our qualified services team with:

- 24/7 remote technical support
- Emergency on-site next-business day response time with upgrade option to 4 or 8 hours¹
- Annual or bi-annual on-site preventive maintenance visit (depending on the service plan selected)
- Predictable costs with 4 service plans options, as well as remedial parts, travel and labor at discount or included (depending on the service plan selected)

Advantage Service Plan for Cooling can help you to increase the uptime of your mission-critical infrastructure, optimize your system performance, lower your operational expenses and avoid unexpected maintenance costs. Additionally, our proprietary diagnostic tools help us provide effective on-site interventions and contribute to your peace of mind, freeing up your time to concentrate on your core business.

If you're seeking even greater peace of mind, Advantage Service Plans, including the **remote monitoring option** is the right choice for you. By using **EcoStruxure™ Asset Advisor**, our **cloud-enabled 24/7 remote monitoring service**, we help you proactively mitigate potential issues by monitoring the health of your cooling system. Choose this option and benefit from monitoring, alarming, and access to reports on asset status.

¹ Subject to local availability

Why choose our Advantage Service Plan for Cooling?

Operational efficiency and safety

- Improved physical safety and cybersecurity through security training and firmware upgrades
- Lower operational expenses and avoid unexpected maintenance costs

Maximized Uptime

- Support the reliability of your mission-critical infrastructure
- Optimize your system performance through preventive maintenance

Best-in-class on-site services

- Next business day on-site support (with upgrade options)
- Highly skilled services representatives using proprietary diagnostic tools

24/7 remote monitoring with EcoStruxure Asset Advisor option

- Continuous expert oversight and rapid issue notifications
- Prompt action by a dedicated services team

Upgrade options²

Service scheduling options

Our Service Scheduling options offer you the ability to upgrade to 24/7 site service scheduling when a standard 5x8 scheduled service has been purchased.

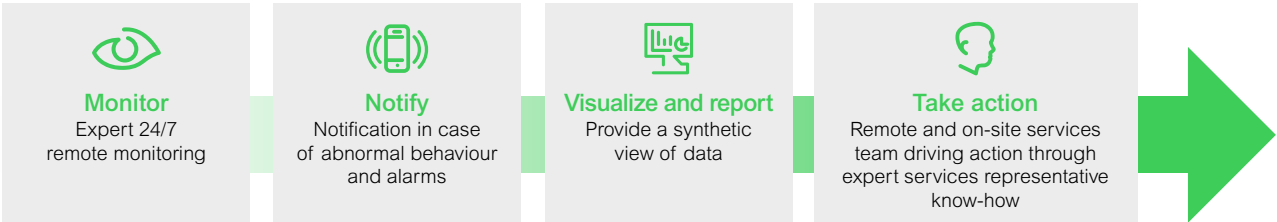
Response times upgrades

In addition to the standard next business day response time, there are two Service Level Agreement (SLA) options available that allow you to align the response time with the needs of your installation: 4-hour 24/7 response upgrade and 8-hour 24/7 response upgrade.

Additional preventive maintenance visits

Our service plans are built around one or two maintenance visits per year per site. Additional visits can be added as an upgrade to any plan, in line with your requirements.

Benefit from remote monitoring option



6000+ service experts in 140 countries within 430 service centers

Features		Pro	Plus	Prime	Ultra
Support	• 24/7 remote technical support	●	●	●	●
	• Next business day emergency on-site support option to upgrade to 8 or 4 hr	●	●	●	●
Maintain	• Preventive visit by a qualified services representative	1 visit	2 visits	2 visits	2 visits
	• Travel and labor costs included for remedial	●	At a discount	●	●
	• Remedial parts included	At a discount	At a discount	At a discount	●
EcoStruxure Asset Advisor Option					
Monitor	• EcoStruxure IT web and mobile application			Option	
	• 24/7 remote monitoring, alarming and troubleshooting			Option	
	• Monthly automated asset data reporting			Option	

²Availability of upgrade options and response time might vary country to country, please reach out to your Schneider Electric Services representative for more information.