APC WADVPRIME-VS1-A15 warranty/support extension 1 license(s) 1 year(s)

Model: WADVPRIME-VS1-A15

Manufacturer: APC

EAN: 731304390077

Product Code: 1528634

R66,969

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

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.

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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.

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.

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.

Proactive monitoring

By utilizing customer-specific and global trending techniques, remote monitoring professionals can proactively identify and anticipate physical infrastructure threats before they occur.

Written summary report

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

Service Plans Features & Benefits

Serviceability

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.

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.

Service Summary Report

Provides a detailed report of work performed including recommendations for service to ensure optimal performance

Environmental inspection

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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.

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.

Flexible on site response times

Choose an on site response time that best meets your business requirements and budget

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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