

Grow recurring revenue and build stronger customer relationships with EcoCare.

EcoCare for Single-Phase UPS



Next-generation service plan

Stand out with EcoCare for Single-Phase UPS—drive service revenue, enhance customer retention, and enable cost-efficient digitization.

Managing a fleet of single-phase UPSs can be challenging, not only when it comes to budget but also personnel resources.

EcoCare brings you our deep expertise combined with innovative digital capabilities across the single-phase UPS lifecycle. By leveraging your understanding of your customers' unique requirements, we can design a solution that supports their goals of increased uptime, greater operational efficiency, improved safety, and a lower carbon footprint.

We help you unlock the full potential of your customer's connectable single-phase UPS with:

- **24/7 proactive monitoring and advice** from Schneider Electric experts, allowing your customers' teams to focus on other activities, but still providing centralized visibility.
- **Exclusive access and faster response times:** We support and maintain your customers' fleet with fast response times and on-site intervention. Labor and spare parts are included, saving on costly unplanned dispatch expenses.
- Multiple offer tiers to complement your capabilities and meet your customer's individual needs.

Unleash and grow your business for tomorrow by offering EcoCare, our exclusive service plan.

What's in it for Partners?

EcoCare for Single-Phase UPS helps you attach value-added services to every UPS sale with Essential and Advanced service plan tiers that provide extended coverage, parts protection, technical and emergency support, digital customer experience, analytics and expert insights.

1. **Increase your revenue by:**
   - Leveraging simple, **dedicated tools and processes** that make you more self-reliant and reduce friction
   - **Expanding into e-commerce** with our simplified and powerful offer position and marketing support
   - **Unlocking incremental value** through the entire service lifecycle: become the customer's lifecycle service manager through mySchneider (optional)
2. **Stand out from your competition** with an exclusive service plan that enables you to provide maintenance recommendations and help improve your customers' business performance and efficiency

Why Schneider Electric Services?

Our EcoStruxure™ IoT platform utilizes **proprietary AI models** built on exclusive manufacturer knowledge to deliver condition-based services. These models are refined by **300+ in-house data scientists**, leveraging data from the industry's largest installed base. With over **6,000 electrical and cooling engineering experts**, including remote specialists, on-site technicians, and dedicated Customer Success managers, which help ensure EcoCare enrollees' success and the efficiency of their operations.

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Schneider Electric

EcoCare for Single-Phase UPS

Products covered

Back-UPS*, Back-UPS Pro*, Smart-UPS, Smart-UPS On-Line, Smart-UPS Ultra, Smart-UPS Modular Ultra, Easy-UPS 1Ph On-Line*, rPDU, NetBotz* Smart-UPS On-Line Battery Pack, Symmetra LX



*Eligible for Essential tier coverage only

Discover a simplified experience

1. Sell EcoCare with a new Single-phase UPS or as a renewal
2. Note the customer's email address on your Purchase Order
3. Schneider Electric books the order
4. The customer receives an email with a unique activation code and simple instructions
5. The customer completes activation by following the instructions in the email

Selector Tool

In your daily role, you need an easy-to-use quoting tool, so that you can build EcoCare solutions promptly to share with your customers. Leverage our single-phase Service Selector tool, available in the Design Portal, and choose the right services for your customers quickly and efficiently.

Explore today

mySchneider Portal

Help manage your customers' assets with the mySchneider portal, a customized digital experience that provides 24/7 visibility of assets under management, online chat, warranty status, entitlements, visits scheduling, reports, and more!

Register now

EcoCare for Single-Phase UPS			Essential	Advanced
Support to operations	Access to mySchneider portal	Chat, visibility of assets and warranty status	●	●
		Scheduled visits and reports	–	●
	Technical Support	Emergency support 24/7 hotline(1)	●	●
	Emergency Support	Break-fix on-site emergency intervention Next Business Day Service Level Agreement (SLA) (2)	–	●
		On-Site intervention cost		
	Customer Success Management(3)		–	●
Replacement Parts	Replacement parts, including batteries		●	●
Monitor and Optimize	24/7 Monitoring and alarming	Proactive technical assistance in case of alarms Automatically generated reports	Option	●
	Consultancy by our experts with advanced analytics(3)	Annual consultation meeting with recommendations to improve maintenance and insights into operation	–	●
Workforce empowerment	**Advanced online training courses** to empower your staff for basic troubleshooting and self-monitoring		–	Option

(1) Please check with your local services representative for availability.
(2) Maximum zone coverage might vary according to your country. Please check with your local services representative.
(3) Qualification based on single-phase UPS fleet size might vary according to your country. Please check with your local services representative.

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