

With EcoCare, you always have an expert in your corner

EcoCare for Single-Phase UPS



Next-generation service plan

Managing a fleet of single-phase uninterruptible power supplies (UPSs) and related accessories with your on-site team can be a challenge, not only when it comes to budget but also finding the right expertise and bandwidth within your existing team. At the same time, your fleet is either being monitored ineffectively or not at all, leaving edge IT sites running inefficiently and open to risks like power outages.

EcoCare is a comprehensive service plan(1) which combines our expertise with innovative digital capabilities across the single-phase UPS lifecycle to help you reduce downtime and improve cost management.

How does it work?

Critical data can be extracted from your connected UPSs such as battery age, temperature, and discharge cycles, as well as UPS load, alarms, and power events. This data is uploaded into our **EcoStruxure™ IoT platform** enabling our **Connected Services Hub**, comprising a team of experts worldwide that proactively perform 24/7 remote monitoring and alarm management, as well as analyze and troubleshoot EcoCare members' assets. In the event of a critical alarm, we will remotely troubleshoot and **dispatch on-site services**, if needed.

Enrollees can also benefit from **exclusive and faster access to the Schneider Electric technical expertise**, remotely and on-site, with labor and replacement parts included, helping to reduce mean-time-to-repair (MTTR) through proactive remote monitoring and the support of our highly skilled services team. Additionally, depending on your EcoCare subscription, get a trusted advisor with our Customer Success Management Team, who will onboard you, co-create a success plan and follow up its progress. Through specialized training, EcoCare can also help you upskill your team and drive greater competencies.

(1) Service duration options vary depending on tier, UPS age, and model. Please contact your local Schneider Electric Sales representative for more details.
(2) This percentage is extracted from Edge UPS Management Calculator, taking into consideration the average savings for 1 site with 100 units with 2000 UPS VA rating.
(3) Remote monitoring, Alarm Management, and Advanced Analytics are available with EcoCare Advanced or selected upgrade options.
(4) Extended coverage beyond the product standard warranty according to terms and conditions.

se.com/ecocare

Why sign up for EcoCare?

- Leverage our **remote experts' team** and **advanced analytics**(3) as we help you:
  - Reduce mean-time-to-repair (MTTR) with 24/7 remote monitoring and alarm management(3), and remote troubleshooting support.
- Reduce your OpEx by:
  - **Saving up to 40%** on costs related to staff, transportation and parts(2)
  - Relying on our services to manage your single-phase UPS fleet
  - **Optimizing your maintenance costs** with replacement parts covered, **including batteries**.
- **Get maintenance recommendations and insights** into your operations to help improve your business performance and efficiency.
- Help extend the lifetime of your UPS with our Battery Wear Model analytics, which helps **predict battery end of life**, and can help prevent downtime.
- **Extended Warranty**: Covers repair or replacement of your UPS beyond the product standard warranty period(4).
- **Choose the best service plan level for you:** Essential or Advanced to complement your competencies and better fit your business needs.

Schneider Electric

The products we cover

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

Easily select the best service plan options

Use our selector tool and choose the optimal service plan for your critical equipment by uploading your existing single-phase UPS and related accessory fleet details, or by selecting new products.
Start today

Discover potential cost savings

Leverage our UPS Edge Management Calculator to calculate in real-time whether you could benefit from managing your UPS fleet or outsourcing it to a vendor or partner taking into consideration 3 main categories: UPS fleet, OpEx and downtime.
Explore now

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.

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 cost, including batteries		●	●
Monitor & Optimize	24/7 Remote monitoring and alarm management	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.

Contact your Schneider Electric representative or IT Channel Partner for more information.

se.com/ecocare

Schneider Electric
35 rue Joseph Monier, 92500 Rueil-Malmaison, France
Tel : +33 (0)1 41 29 70 00

©2026 Schneider Electric. All Rights Reserved. Schneider Electric is a trademark and the property of Schneider Electric SE, its subsidiaries, and affiliated companies. 998-22381803