

Become an EcoCare member and get exclusive access to our experts

EcoCare for Single-Phase UPS



Next generation services membership

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.

With EcoCare membership, a revolutionary service plan subscription⁽¹⁾ which combines our expertise with innovative digital capabilities across the single-phase UPS lifecycle, we help you reduce downtime and improve cost management.

How does it work?

Critical data can be extracted from your connected UPSs such as battery temperature. This data is uploaded into our **EcoStruxure™ IoT platform** enabling our **Connected Services Hub**, comprising a team of remote experts available worldwide, to proactively perform 24/7 remote monitoring and alarm management, as well as analyze and troubleshoot EcoCare members' assets. In case of an abnormal situation which might compromise uptime, we will remotely troubleshoot and **dispatch on-site services**, if needed.

Members may also benefit from a unique membership with **exclusive and faster access to the Schneider Electric technical expertise**, remotely and on-site, with labor and replacement parts included to help **reduce mean-time-to-repair (MTTR)** thanks to proactive remote monitoring and 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. As an EcoCare member, you also benefit from specialized training to empower your team and develop their skills.

(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.

Why become an EcoCare member?

- Leverage our **remote experts' team** and **advanced analytics** as we help you:
 - Reduce mean-time-to-repair (MTTR) with 24/7 remote monitoring and alarm management, 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.
- **Choose the best service plan level for you:** Essential and Advanced to better fit with your business needs.

se.com/ecocare

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The products we cover

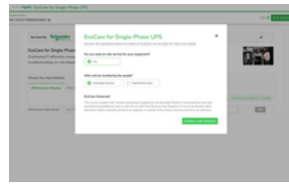
Back-UPS (Essential tier only)



Smart-UPS



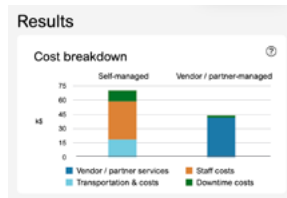
Select easily the best service plan options



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 member's success and the efficiency of their operations.

EcoCare for Single-Phase UPS

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	●	●
	Emergency Support Break-fix on-site intervention Service Level Agreement ⁽¹⁾ – Next Business Day On-site intervention cost	—	●
	Customer Success Management⁽²⁾	—	●
	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 members-only	●
	Consultancy by our experts with advanced analytics⁽²⁾ 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 members-only
 On-site assessment	EcoConsult Audit with On-site data collection service for obtaining UPS fleet details, age and health	Option	Option

(1) Maximum zone coverage might vary according to your country. Please check with your local services representative.

(2) 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.](#)

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