Features & Benefits	Advantage Plus	Advantage Prime	Advantage Ultra
Preventive Maintenance Visit Preventive Maintenance (PM) Visits are performed annually for power products and semi-annually for cooling products. All labour and travel related to the visit are included. These visits are performed during normal working hours Mon-Fri (5x8). Upgrade options are available for additional visits or performed after hours & can be purchased at an additional cost. PM Visit provides certified APC service staff on site at a predetermined date in order to Perform Visual Inspection Perform Environmental Inspection Perform Mechanical/Electrical Inspection Verify firmware revision and update as needed Deliver Site Report with service recommendations.	YES	YES	YES
On-Site Service A certified field service engineer arrives on site in the event of a failure. Guaranteed response time is Next Business Day with an option to upgrade to faster responses. Activities performed include Check system status Check system alarm Troubleshoot reported issue and diagnose problem Repair system as required Complete functional tests after repair Deliver detailed report of action taken Implement firmware update as needed	YES	YES	YES
Remote Monitoring Service via ECOStruXure A secure, firewall friendly and smartphone app service that provides real-time monitoring of the health and status of your system. Activities include Collect and document pertinent system information 24 x 7 system monitoring User Setup Required Monthly report identifying potential problems and recommendations	NO	YES	YES
Technical Support Provides 7x24hr escalation support to address system issues in a timely and efficient manner	YES	YES	YES
Priority Access to the Supply Chain Quick access to manufacturer's spare parts	YES	YES	YES
Parts (Exception: Batteries, AC/DC Capacitors, PSU, where relevant)	Discounted rates	Discounted rates	Included
Emergency Call Out Labour & Travel	Standard rates	Included	Included