

A comprehensive portfolio of services

Schneider Electric Critical Power & Cooling Services provides the highest quality services and solutions by trained and trusted professionals. Our world-class services offer a smart way to build, operate, and maintain your critical applications, ensuring the right people, in the right place, at the right time.

Assembly and start-up service

Assembly and start-up service by a certified Field Service Engineer (FSE) ensures full factory warranty coverage. A Schneider Electric certified installation ensures your equipment is properly and safely configured for optimal performance. This service features a standard eight-hour, five-day response time, with upgrades available for off-business hours.

Advantage plans

Flexible service packages offer hassle-free system maintenance to improve uptime at a predictable cost. These packages provide your system with the care it needs to operate most efficiently while minimizing downtime. The Advantage Plus, Prime, Ultra, and Max are full-service packages that include technical support, preventive maintenance, quick on-site response, and remote monitoring. Response time upgrades are available.

Remote Monitoring Service (RMS)

RMS is an economical and easy-to-use Web-based service that lets you quickly respond to environmental or system changes. Trained technicians provide secure 24-hour monitoring of your physical infrastructure to diagnose and resolve problems before they become critical.

Preventive maintenance

Preventive maintenance on-site examinations of your critical systems are designed to prevent problems before they occur and keep your system running at maximum efficiency.

On-site warranty extension service

In the event of a system issue, an FSE will arrive on site by the next business day to isolate, diagnose, and correct the problem in as little time as possible, minimizing downtime. Upgrades to even faster response times are available.



Technical specifications

UPS rating kVA/kW (PF = 0.8)					10/8	15/12	20/16	30/24	40/32
AC power supply input									
Input voltage (V)	400 V (three-phase)								
Frequency (Hz)	47 – 70 Hz (auto-sensing)								
Power factor	> 0.99								
Input current total harmonic distortion	Less than 5% for full load								
Output									
Output voltage (V)	400 V (three-phase)								
Frequency (Hz)	47 – 53 Hz (for 50 Hz nominal)								
Power factor	0.8								
Overload	150% one minute, 125% 10 minutes								
Output voltage total harmonic distortion	Less than 3.5% for full load								
Performance									
Efficiency (at full load)	94.9%	95.5%	95.7%	96.1%	95.5%				
Operating temperature	0 – 40 °C								
Paralleling	Up to four units for capacity or redundancy								
Dimensions (H x W x D) mm									
Wide tower							1,500 x 523 x 854		
Narrow tower (30/40 kVA)	1,500 x 352 x 854						N/A		
Enclosure (no integrated batteries)	823 x 352 x 854						823 x 523 x 854		
Environmental									
Audible noise (dBA)	64 dB (57 dB at 70% load)								
Operating temperature	0 °C to 40 °C (32 °F to 104 °F)								
Operating relative humidity	0 to 95%								
Storage temperature	15 °C to 45 °C								
Storage elevation	0 – 15,000 meters								
Regulatory									
Safety	64 dB (57 dB at 70% load)								
Storage elevation	0 – 15,000 meters								