



# Welcome to EcoStruxure Service Plan

## Onboarding Guide for Three-Phase UPS

Life Is On

**Schneider**  
Electric

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# EcoStruxure Service Plan - Offer Overview



## EcoStruxure Service Plans

are a set of tailored service contracts for assets connected to the EcoStruxure IT Cloud.

They help reduce total-cost-of-ownership by combining the power of the EcoStruxure platform with remote consultancy and a **condition-based service** approach for preventive maintenance scheduling.



24/7 Monitoring,  
Asset Health Analysis,  
Reports



Remote Troubleshooting,  
Annual Asset Consultation



Next-Business-Day  
On-Site Support,  
Preventive Maintenance



2-year contract duration



For Symmetra PX, Galaxy VS,  
Smart UPS VT, Galaxy 3500  
and Easy UPS 3S UPS

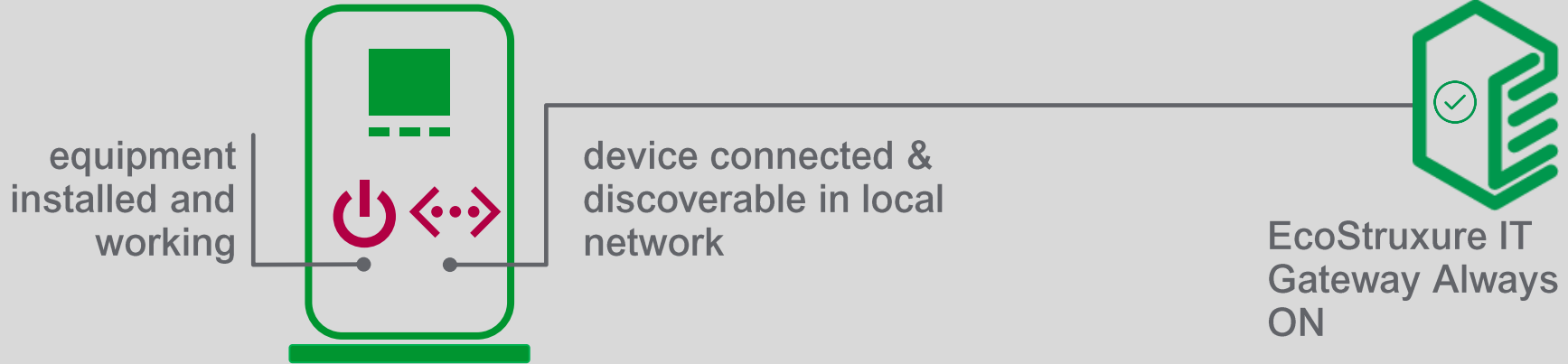


Preventive Maintenance  
dynamically scheduled based on  
digital insights

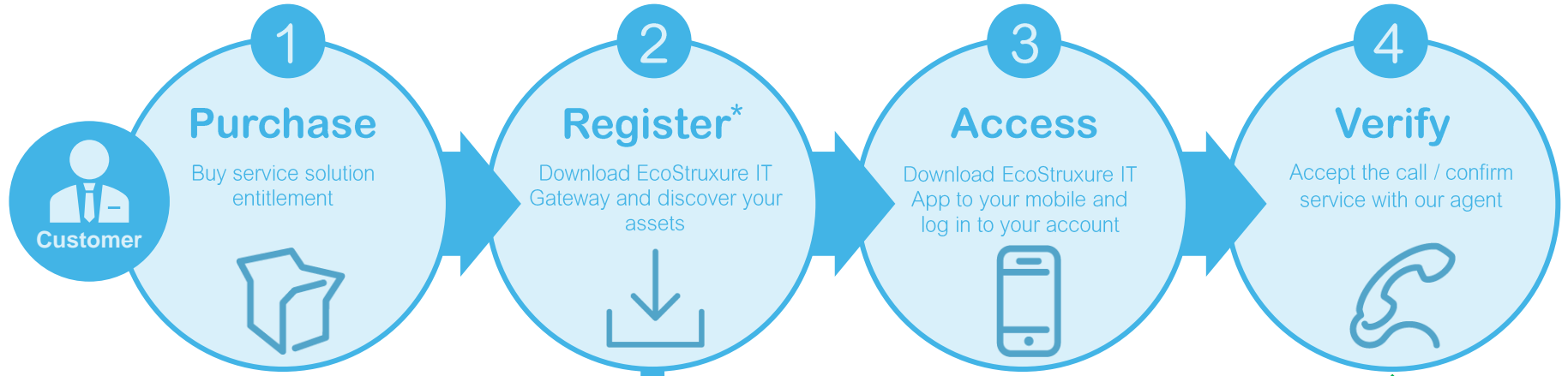
# Equipment Installation



Please make sure that the equipment covered by the Service is properly installed and connected to the local network.

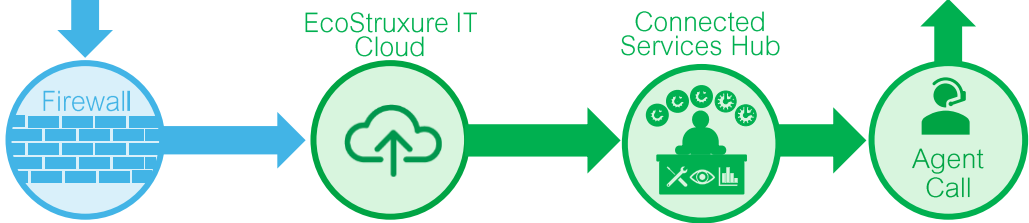


# Overview of Service Activation Steps



## \*Mandatory requirements:

<b>EcoStruxure IT Gateway</b>	<ul style="list-style-type: none"><li>✓ Latest available version installed*</li><li>✓ Allow to send data externally</li></ul> <p>* More details on <a href="http://helpcenter.ecostruxureit.com">helpcenter.ecostruxureit.com</a></p>
<b>Asset NMC*</b>	<ul style="list-style-type: none"><li>✓ Latest available version installed for device and NMC*.</li></ul>



For more details about Cybersecurity, click [here](#)

# Registration & Set-up Guide



Getting started with EcoStruxure IT is easy!

- Download the EcoStruxure IT Gateway software
- Install the EcoStruxure IT App on your mobile

Step  
1

Sign up on [ecostruxureit.com](https://ecostruxureit.com) and follow the on-screen instructions to download EcoStruxure IT Gateway

Step  
2

Install and configure your EcoStruxure IT Gateway. Steps and details of the process are available [here](#)

Step  
3

Install the EcoStruxure IT mobile App. Details available [here](#)

The image shows a mobile application interface for signing up. At the top, the EcoStruxure IT logo is displayed in green, with the text "Sign Up" below it. There are two buttons: "Log In" and "Sign Up", with the "Sign Up" button highlighted with a red border. Below the buttons is a registration form with four input fields, each with a red border: an email field containing "yours@example.com", a password field with a lock icon and "your password", a phone number field with a phone icon and "your phone number", and a full name field with a person icon and "your full name". Below the form is a checkbox with the text "I have read, understood and accepted the Terms And Conditions of EcoStruxure IT Cloud Services." and a link to the terms. Underneath is a paragraph of text: "EcoStruxure IT may collect your personal information. For more information as to how we process and protect your personal information, please read our Privacy Notice." At the bottom of the form is a grey button with the text "SIGN UP >".

# Verification of Service

## Final Step

To finalize Service activation, you will receive a call by Schneider Electric.

During the call, the Customer Services Hub Agent will verify your settings and configuration and help you to activate your account.



### Please note:

Once contacted by the Customer Services Hub Agent, please indicate that the service you are using is called **EcoStruxure Service Plan**.

If you are having any difficulties in completing the Service set-up, please contact our [Customer Care Center](#) in your country.

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[se.com/services](https://se.com/services)