



5/30/2023

RE: Schneider Electric Authorized Service Provider Statement

Schneider Electric (specifically, Schneider Electric IT Corporation) is the manufacturer of APC/MGE power equipment. Schneider Electric and its Authorized Service Providers (ASPs) offer expertise, service, and support for building, industry, power, and data center infrastructure, including but not limited to, uninterruptible power supply (UPS) and cooling products, power distribution units (PDUs), batteries, and Square D switchgear.

Our field service representatives (FSRs) and ASPs are provided with continual training in preventative and remedial maintenance of our products. Regular field advisories as well as updated firmware and software enable the FSRs and ASPs to implement the latest engineering changes and upgrades to APC/MGE brand equipment. Other non-authorized service providers cannot offer the benefits of Schneider Electric factory-trained technicians or the proprietary documentation and materials integral to providing our superior level of service.

Schneider Electric certifies only select ASPs to service APC/MGE equipment. External personnel may not be adequately trained or otherwise familiar with our equipment, which could result in risk of equipment damage or failure, as well as other loss or injury. Schneider Electric is also unable to ensure the reliability of competitor parts and materials provided or installed on our equipment. Warranty and contracted customers who elect competitor parts and service risk voiding their coverage plans and may incur additional charges as a result of unauthorized modifications to equipment.

What sets Schneider Electric apart from the competition and makes us exceptional?

- **Reputation** – Our highly trained teams – technical support, project managers, FSRs – and our strong commitment to quality service have earned us a reputation as a trusted advisor in industries we serve.
- **Availability** – Our extensive worldwide authorized service network is one of the largest in the world. This enables us to deliver service where and when you need it.
- **Expertise** – Our highly skilled, certified FSRs are trained directly by the product developers themselves. This provides them with the highest level of system knowledge, resulting in accurate, quick diagnosis and repair.
- **Speed** – If equipment issues should arise, our technical team is only a phone call away. They are ready to help you quickly diagnose the problem. When on-site help is required, our service plans dispatch a FSR rapidly, ensuring your system is up and running as fast as possible.
- **Experience** – Our proud 170-year history has led us to worldwide recognition as the thought leader in energy management, power and cooling infrastructure, and energy efficiency.
- **Commitment to Safety** – All of our employees and contractors benefit from the highest possible standards of health and safety in our work activities. This includes adherence to standards set in OSHA, IEEE and NFPA related to proper work procedures, protective clothing, etc...
- **Worldwide Brand Recognition** - Schneider Electric is a service provider for Schneider Electric brands and products respected around the world: APC by Schneider Electric, Square D by Schneider Electric, Pelco by Schneider Electric, Merlin Gerin, MGE, NetBotz, StruxureWare, T.A.C.

Thank you for your support of Schneider Electric products and services.

Sincerely,

A handwritten signature in black ink, appearing to read "Jerome Soltani".

Jerome Soltani
SVP, US Services