



Statement of Work

Service Pack Extended Warranty



Extended Warranty

Service

1.0 Executive Summary

The Service Pack Extended Warranty provides peace of mind and product failure protection beyond the original factory warranty period. Once the standard factory warranty for your UPS expires, should your product fail, you expose yourself to potential loss of power protection and costly out of pocket expenses for repairs.

With the purchase of the APC Service Pack Extended Warranty, you will experience a seamless extension of the standard factory warranty by one to three years, depending on Service Pack purchase. The Service Pack Extended Warranty provides repair or replacement of your product and even covers your battery.

Service Pack Extended Warranty online registrants receive many benefits, such as 24 X 7 APC Customer Service support, a dedicated Service Pack toll free number, professional priority call handling, and next business day shipment.

The Service Pack Extended Warranty can be purchased at anytime during the original factory warranty period of the product and can provide you with up to six years of maximum coverage (depending on the product factory warranty).

Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Scope of Responsibility
- 6.0 Terms & Conditions

2.0 Features & Benefits

Features	Benefits
One or Three Years of additional product failure coverage	Provides peace of mind and complete factory warranty protection for up to six years.
Dedicated 24 X 7 Customer Service Support with Toll Free Call-in Telephone Number*	Service Pack customers are provided with a dedicated toll free number and priority call handling. Calls are handled 24hours a day, 7 days a week by call center professionals. * Not available in all locations, please contact your local CPCS representative
Next Business Day Shipment	Service Pack customers receive upgraded shipping status, which means, next day shipment of the replacement UPS, battery, or parts. APC evens pays the return shipping for the used UPS or battery.
Service Warranty Certificate	E-mail Service Entitlement Certificate provides a detailed record of the service registration, along with the service expiration date.
Warranty Duration Options	The One Year protection option offers the lowest cost solution, while the Three Year option offers the best value solution.

3.0 Details of Service

The specific activities of this service are listed below. For each item, APC will perform the work described.

Warranty	
Activities	Description
Provide Extended Warranty Service Pack	The Extended Warranty Service Pack contains the Service Registration CD and Registration Key Number for online activation of your service entitlement.
	The CD also provides registration instructions, this document, Customer Service contact information, and factory warranty details.
Create Warranty Entitlement	Once the Service Pack is registered online, APC will create the warranty extension service entitlement and provide the customer with a Service Certificate via e-mail.
Provide Dedicated Service Pack Customer Telephone Support	APC will provide dedicated 24 X 7 Service Pack technical telephone support.
Provide Extended Warranty Redemption	The Service Pack Extended Warranty provides repair or replacement of your product and even covers your battery.
	Should warranty redemption be necessary, APC will provide, at their discretion, a replacement unit, new battery, or new parts.
	APC will ship out the replacement next business day and provide a prepaid return shipping label for the used UPS or battery.

4.0 Assumptions

The successful performance of the tasks defined is based on the following key assumptions:

- The customer has purchased a Service Pack Extended Warranty for an APC single-phase UPS.
- The customer has purchased a Service Pack Extended Warranty and properly registered the warranty online.
- The customer has purchased a Service Pack Extended Warranty for a UPS that is still within the factory warranty period.
- The Standard Factory Warranty and the Extended Warranty period have not expired.
- The maximum warranty limit is six (6) years for products with a 3-year factory warranty (3 + 3), five (5) years for products with a 2-year factory warranty (2+3) and four (4) years for products with a 1-year factory warranty (1+3).

The following items are outside the scope of this warranty. Please contact your certified APC sales representative for more details.

- Non-APC Products
- Three-Phase Products
- Site Licenses

5.0 Scope of Responsibility

The items started here are responsibilities to and from both APC and customer.

5.1 APC RESPONSIBILITIES

- Provide Service Pack Extended Warranty package.
- Provide APC Service Certificate.
- Provide dedicated Service Pack 24 X 7 telephone customer support.
- Provide 'next business day' shipment of UPS, battery or parts, at no extra charge to and from the customer's site.

5.2 CUSTOMER RESPONSIBILITIES

- Register Service Pack Service Entitlement online in a timely manner.
- Contact APC Service Pack customer support in case of occurrence of issue.
- Provide a point of contact during time of service.
- Provide a point of contact for receipt of units and components.
- Return used UPS or Battery using prepaid APC shipping label

6.0 Terms and Conditions

APC standard Terms and Conditions apply.

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