



Statement of Work

Extended Warranty Renewal



Extended Warranty

Service

1.0 Executive Summary

The Extended Warranty provides peace of mind and product failure protection beyond the Service Pack or Factory warranty period. Once the Service Pack/Factory warranty for your UPS or accessory 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 Extended Warranty, you will experience a seamless extension of the Service Pack/Factory warranty by one to three years, depending on coverage purchased. The Extended Warranty provides repair or replacement of your product and even covers your battery.

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 the entire designated product service life.
24 X 7 Customer Service Support with Toll Free Call-in Telephone Number*	Customers are provided with a toll free number. 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
Service Entitlement Assistance and Service Warranty Certificate	Customers receive assistance from the Service Entitlements team to make sure their product is properly recorded. An 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.

*Three Year warranty extensions are not available for all products.

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
Create Warranty Entitlement	The APC Entitlements team will assist the customer in the registration process. APC will create the warranty extension service entitlement and provide the customer with a Service Certificate via e-mail.
Provide Customer Telephone Support	APC will provide 24 X 7 Customer telephone support.* *Where available
Provide Extended Warranty Redemption	The Extended Warranty Renewal 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 product 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 an Extended Warranty for renewal of an APC single phase UPS, accessory or cooling product, which is still within the service life span limits determined by APC.
- The customer has purchased Extended Warranties for a large volume (100 or more) APC single phase UPS's or accessories purchase.
- APC will provide guidance on what the product's service life span limits are at time of purchase.
- Extended Warranties for accessories are only available in a 1 year increment.
- Some aspects of the service definition presented in this document may vary by location. In the case of a conflict between the service definitions contained on this Statement of Work and the local service definitions the local service definitions will prevail. For more information, please refer to your Certified APC sales representative.

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
- On Site Service

5.0 Scope of Responsibility

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

5.1 APC RESPONSIBILITIES

- Provide APC Service Certificate.
- Provide telephone customer support.
- Provide 'next business day' shipment of battery or parts, at no extra charge to and from the customer's site.

5.2 CUSTOMER RESPONSIBILITIES

- Provide the product model and serial number and registration information.
- Contact APC customer service 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, part or Battery using prepaid APC shipping label

6.0 Terms and Conditions

APC standard Terms and Conditions apply.

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