



1.0 Executive Summary

The Extended Warranty provides repair and rectification support beyond the Factory warranty period.

With the purchase of the APC Extended Warranty for Smart-UPS Industrial, you will experience a seamless extension of the Factory warranty of two years. The Extended Warranty provides repair or replacement support for your Smart-UPS industrial UPS under coverage.

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2.0 Features & Benefits

Features	Benefits
Two Years of additional product failure coverage	Provides peace of mind and complete warranty protection during the coverage period.
24 X 7 Customer Service Support with Toll Free Call-in Telephone Number*	Customers are provided with a toll-free number. Calls are handled 24 hours 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 for registration of product and ownership details in Schneider system.
EcoStruxure IT Free	Access your product details remotely from anywhere in the world and understand performance statistics about the working of your UPS through our EcoStruxure suite of solutions.

3.0 Details of Service

3.1 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 provides repair or replacement of your Smart-UPS Industrial solution.
	Should warranty redemption be necessary, APC will provide, at their discretion, a replacement unit, or new parts.
	APC will ship out the replacement product and provide a prepaid return shipping label for the used components.

5.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Provide Schneider Electric Service Certificate;
- Provide telephone customer support;
- Provide 'next business day' shipment of UPS and/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 other registration information;
- Contact Schneider Electric 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 the old UPS, parts or components using prepaid Schneider Electric shipping label.

6.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

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