



Statement of Work

Proactive Extended Warranty Service Pack for Single Phase UPS

Extended Warranty

Service

1.0 Executive Summary

The Proactive Extended Warranty Service Pack 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 Proactive Extended Warranty Service Pack, you will experience a seamless extension of the standard factory warranty by three years. The Proactive Extended Warranty Service Pack provides repair or replacement of your product, and a proactive battery replacement at year 3.

Proactive Extended Warranty Service Pack online registrants receive many benefits, such as 24x7 Customer Service support, a dedicated Service Pack toll free number, professional priority call handling, next business day shipment, and one proactive battery replacement.

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
Three years of additional product failure coverage	Provides peace of mind and complete factory warranty protection for up to six years.
Dedicated 7X24 Technical Support	Technical support representatives available 7x24 365.
Next Business Day Shipment of Parts	All product replacements/batteries will be shipped next business day to ensure your up and running quickly.
Cross-Shipment	Schneider Electric will send your replacement product prior to receiving your failed product.
Proactive Battery Replacement	To secure uptime Schneider Electric will send a replacement battery at year 3 to ensure the system is available.*

*Battery will be replaced before year 3 if failure occurs. The customer is entitled to one full-proactive battery replacement during the agreement duration.

3.0 Details of Service

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

Warranty	
Activities	Descriptions
Provide Proactive Extended Warranty Service Pack	The Proactive Extended Warranty Service Pack contains the Service Registration URL and Registration Key Number for online activation of your service entitlement.
Create Warranty Entitlement	Once the Proactive Extended Warranty Service Pack is registered online, Schneider Electric will create the warranty extension service entitlement and provide the customer with a Service Certificate via e-mail.
Create Battery Entitlement	Once the Proactive Extended Warranty Service Pack is registered online, Schneider Electric will create the battery replacement entitlement and provide the customer with a Service Certificate via e-mail.
Provide Dedicated Service Pack Customer Telephone Support	Schneider Electric will provide dedicated 24 X 7 Service Pack technical telephone support where available.
Provide Proactive Extended Warranty Redemption	The Proactive Extended Warranty Service Pack provides repair or replacement of your product.
	Should warranty redemption be necessary, Schneider Electric will provide, at their discretion, a replacement unit, new battery, or new parts.
	Schneider Electric will ship out the replacement and provide a prepaid return shipping label for the used UPS or battery.
Cross-shipment	Schneider Electric will send your replacement product prior to receiving your failed product.
Proactive battery Replacement	To secure uptime Schneider Electric will send a replacement battery at year 3 to ensure the system is available.

4.0 Assumptions

The successful performance of the tasks defined in this Statement of Work is based on the following key assumptions, which are agreed to by Schneider Electric.

- The customer has purchased a Proactive Extended Warranty Service Pack for an APC by Schneider Electric single-phase UPS, and properly registered the warranty online.
- The customer has purchased a Proactive Extended Warranty Service Pack concurrently with a new APC by Schneider Electric single-phase UPS. This offer is not available for existing equipment.
- The standard factory warranty has not expired.
- The customer is entitled to (1) full-proactive battery replacement during the agreement duration.
- 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).
- 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 Schneider Electric sales representative.

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

- Non-APC by Schneider Electric Products
- Three-Phase Products

5.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric and the customer.

5.1 Schneider Electric Responsibilities

- Provide Proactive Extended Warranty Service Pack.
- Provide Schneider Electric Certificate.
- Provide 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 Schneider Electric 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 or Battery using prepaid Schneider Electric label.

6.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

The information provided in this Scope of Work cannot be used or duplicated, in full or in part. Other uses for this document are prohibited without written consent by Schneider Electric. All documentation, photographs, imaging or other information provided by the customer, or gathered at the customer site, will be for internal use only and used solely for the purpose of report generation, analysis and recommendations.

All services' conditions included in this document apply (i) only between Schneider Electric and that organization that bought the Services Solutions; and (ii) only to those products and services ordered by the Customer at the time that the Schneider Electric Services information is current. Schneider Electric may change the Schneider Electric Services Information at any time. The Customer will be notified of any change in the Schneider Electric Services Information in the manner stated in the then current product ordering and/or services solutions related agreement between Schneider Electric and the Customer, but any such change shall not apply to products or service ordered by the Customer prior to the date of such change.

Schneider Electric will have no obligations to provide Services Solutions with respect to equipment and assets that are outside the Service Area. "Schneider Electric Service Area" means a location that is within (i) one hundred (100) miles or one hundred and sixty (160) kilometers radius of a Schneider Electric service location; and (ii) the country in which the Installation site is located, unless otherwise defined in the governing agreement with Schneider Electric, in which case the definition in the governing agreement prevails.

Products or services obtained from any Schneider Electric partner or reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Schneider Electric Services Solutions on this document. Please contact the reseller or the local Schneider Electric sales representative for additional information on Schneider Electric Services Solutions on Products obtained from a reseller.

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