



APC Global Services Product Guide



AGS Mission

“Remove all barriers to customers' successful deployment of Highly Available Global Networks by understanding their needs and continuously exceeding their expectations.”

Introduction

APC Global Services is dedicated to providing our partners and sales teams with the highest level of support when selling and fulfilling our service products. In keeping with that philosophy, this document is designed to provide APC partners and sales teams with information regarding APC Global Services. Included in the product sections of this binder are the product factory warranty statements, a quick reference guide to each APC hardware product, APC Global Services Sales Scopes of Work and APC Global Services part numbers and descriptions.

APC partners and sales teams will also find information relating to product quality, customer satisfaction, examples and cheat sheets.

The majority of the information in this document can be located on APC's website at www.apcc.com, the remainder can be found by visiting the sales tools portal at salestools.apc.com.

If at any time you have questions pertaining to APC Global Services, please feel free to contact the local office in your area. The list of APC Global Services Worldwide Contacts can be found in the back of the binder.

Thank you for choosing APC Global Services. We look forward to handling all of your service needs.

TABLE OF CONTENTS

How to download Service Sales Scopes of work	1
Back-UPS [®] & Smart-UPS [®]	2
Matrix [®] & Symmetra [®]	3
Silcon™	4
Smart-UPS VT and AIS	5
Symmetra [®] PX and Symmetra [®] MW	6
NetworkAIR™	7
Power Generation Systems	8
DC Network Solutions	9
Professional Services	10
InfraStruXure™	11
APC Terms & Conditions	12
Product Quality	13
Customer Satisfaction	14
Contacts	15
Appendix A: Commonly Used APC Terms and Abbreviations	16
Appendix B: Sales Tools, Examples and Cheat Sheets	17

***How to download Service Sales
Scopes of Work from APC's Website***

How to download Service Sales Scopes of Work from APC’s Website:

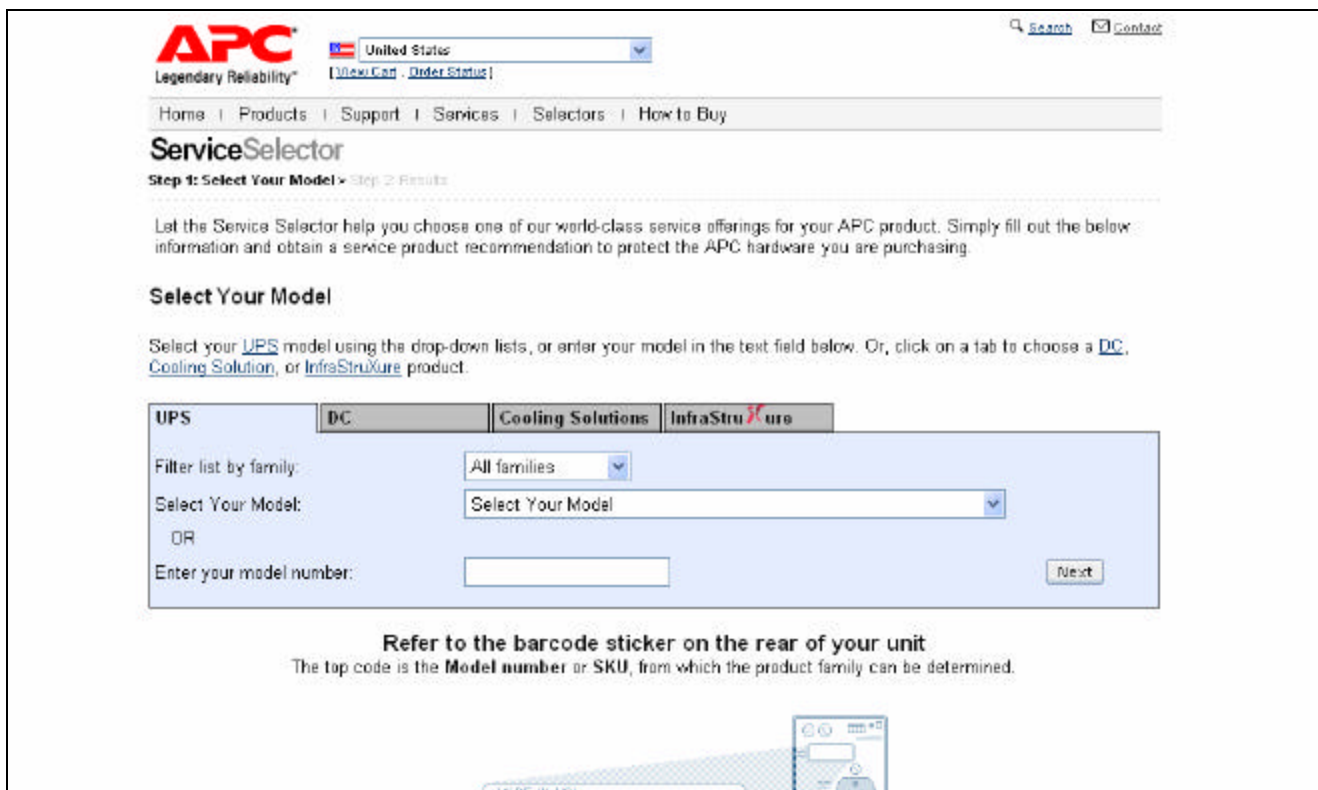
In order to view a Scope of Work for a service product, you must first choose a hardware product to be serviced.

You can do this by using the Service Selector on the Services tab off of our main site. Simply choose the product family and model number of the unit you for which you require service. All available service options will be listed along with a part number and pricing.

To view the Scope of Work, simply click the appropriate service description, and choose “Scope of Work” at the bottom of the page. To view the Scope of Work in PDF format, click on “Download Now”.

Sales Scopes of Work can also be found through the Sales Tools Portal.

If you have additional questions, please feel free to call our Customer Service Center at (877) 800-4272.



The screenshot shows the APC Service Selector web page. At the top left is the APC logo with the tagline "Legendary Reliability". To the right is a dropdown menu for "United States" and links for "Search" and "Contact". Below the logo is a navigation bar with links for "Home", "Products", "Support", "Services", "Selectors", and "How to Buy". The main heading is "ServiceSelector" with a sub-heading "Step 1: Select Your Model" and a link to "Step 2: Results". A paragraph explains the purpose of the selector. Below this is the "Select Your Model" section, which includes instructions and tabs for "UPS", "DC", "Cooling Solutions", and "InfraStruXure". The "UPS" tab is active. The form contains a "Filter list by family:" dropdown set to "All families", a "Select Your Model:" dropdown, and an "OR" option with a text input field for "Enter your model number:". A "Next" button is located to the right of the text input field. At the bottom, there is a note: "Refer to the barcode sticker on the rear of your unit. The top code is the Model number or SKU, from which the product family can be determined." An image of a barcode sticker is partially visible at the bottom right.

APC Back-UPS[®] ***and Smart-UPS***[®]

Back-UPS® and Smart-UPS® Quick Reference:

Back-UPS®:
<i>High Performance Battery Backup & Protection for Business and Home Computers</i>
Range:
280 – 1500VA
Application:
PC & Workstation UPS
Services available:
Extended Warranty Start Up Service Onsite Service (subject to regional availability)
Important notes:
Must have minimum of 10 units at one site for Start Up Service / Onsite Service Must purchase one service per unit Maximum of five years of coverage from manufacture date available

Smart-UPS®:
<i>Performance Power Protection for Computer Networks, Telecommunications, and Industrial Applications</i>
Range:
420 – 5000VA Tower; 250 – 5000VA Rack Mount; 1 – 10KVA, Rack / Tower Convertible
Application:
Network & Server UPS
Services available:
Extended Warranty Start Up Service Onsite Service (subject to regional availability)
Important notes:
Must have minimum of 10 units at one site for Start Up Service / Onsite Service Must purchase one service per unit Maximum of five years of coverage from manufacture date available

Smart-UPS RT

Performance power protection with scalable runtime for space-constrained computer rooms, and voice and data networks

Range:

1 – 10 kVA

Application:

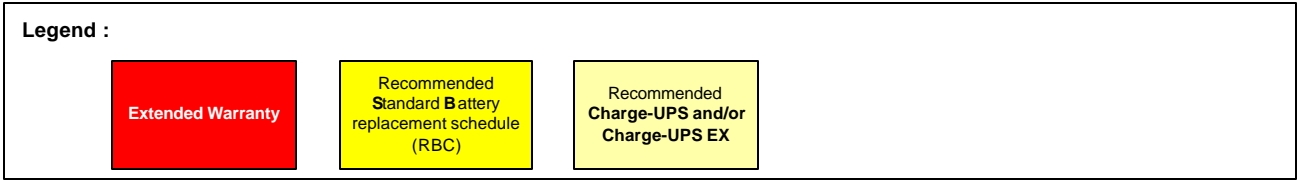
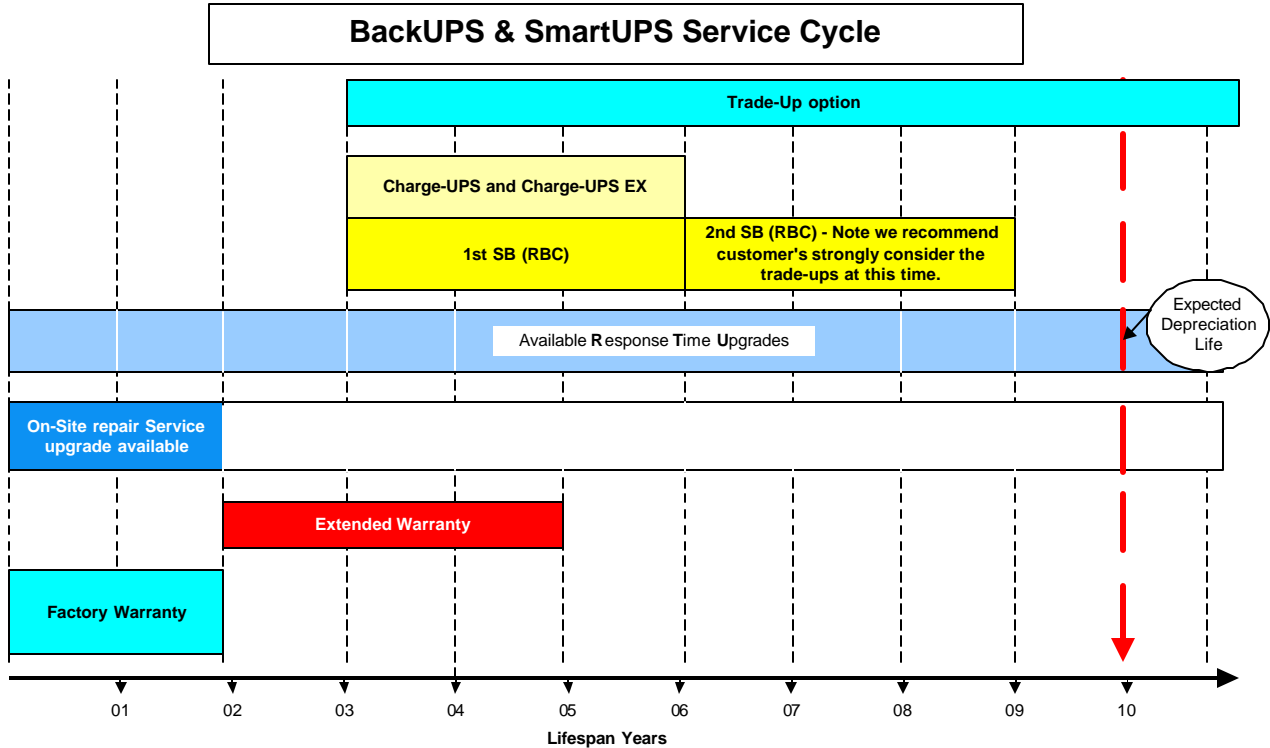
Network & Server UPS

Services available:

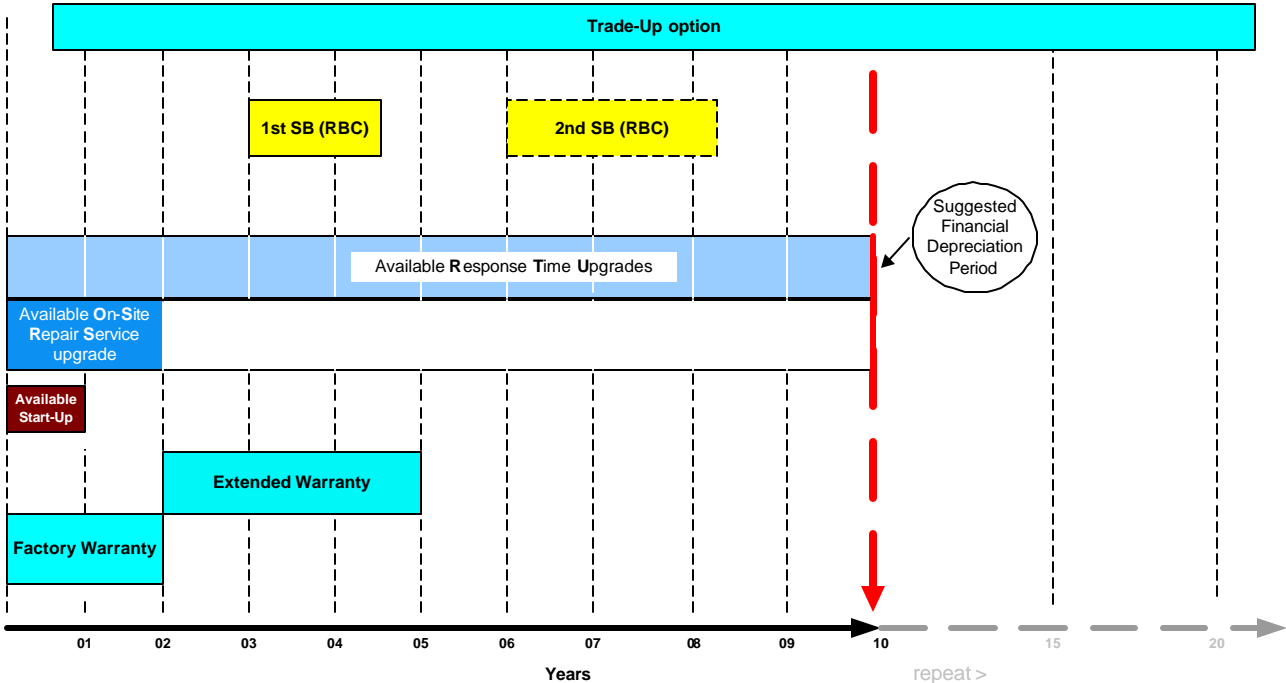
Start Up Service
Onsite Service (response times dependent upon regional availability)
Preventive Maintenance Visit
Extended Warranty
Assembly Services (ISX Solutions)
Remote Monitoring

Important notes:

Must purchase one service per unit
Start-Up, PM, and On-Site Services generally reserved for units greater than 5kva
Multiple unit discounts available



Recommended SmartUPS RT Services Cycle



Legend :

<p>Available Start-Up Recommended for Hard Wired Installations</p>	<p>Recommended Standard Battery replacement schedule (RBC - 3-5 Yr range)</p>	<p>2nd SB replacement schedule available but not the recommended solution (RBC - 5-7 Yr range)</p>
--	---	--

APC Back-UPS® and Smart-UPS® Series Limited Factory Warranty

American Power Conversion (APC) warrants its products to be free from defects in materials and workmanship for a period of two years from the date of purchase. Its obligation under this warranty is limited to repairing or replacing, at its own sole option, any such defective products. To obtain service under warranty you must obtain a Returned Material Authorization (RMA) number from customer support. Products must be returned with transportation charges prepaid and must be accompanied by a brief description of the problem encountered and proof of date and place of purchase. This warranty does not apply to equipment that has been damaged by accident, negligence, or misapplication or has been altered or modified in any way. This warranty applies only to the original purchaser who must have properly registered the product within 10 days of purchase.

EXCEPT AS PROVIDED HEREIN, AMERICAN POWER CONVERSION MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some states do not permit limitation or exclusion of implied warranties; therefore, the aforesaid limitation(s) or exclusion(s) may not apply to the purchaser.

EXCEPT AS PROVIDED ABOVE, IN NO EVENT WILL APC BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF THIS PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. Specifically, APC is not liable for any costs, such as lost profits or revenue, loss of equipment, loss of use of equipment, loss of software, loss of data, costs of substitutes, claims by third parties, or otherwise.

Back-UPS[®] and Smart-UPS[®] Sales Scopes of Work



Legendary Reliability™

APC Global Services

**1 or 3-Year Extended Warranty Back-UPS[®], Smart-UPS[®], Smart-UPS[®] RT,
Matrix[®], Symmetra[®], and Symmetra[®] LX****- Affordable extended coverage**

The 1 or 3-Year Extended Warranty from APC provides the customer with basic insurance extending the factory warranty of the unit (as defined in the user manual) for 1 or 3 years. With either of these programs the customer is guaranteed next business day delivery of parts or unit to the customer's site at no extra charge throughout the entire standard factory and extended warranty period. These APC Extended Warranty programs can be purchased anytime while the UPS is still within its original factory warranty period. The 3-year Extended Warranty is offered at a substantial savings over one-year extensions.

- 1 or 3 year Extended Warranty with next business day shipment of parts or unit
- 7 x 24 Telephone Technical Support

Benefits to Customer:

- Low cost basic insurance providing peace of mind in the unlikely even of a failure
- Assurance of quick delivery of parts or new unit increasing uptime
- No additional shipping costs

Important Points:

- Must be purchased before expiration of factory warranty
- The 1 or 3-Year Extended Warranty can be purchased to provide a maximum of 3 years coverage beyond factory warranty



Legendary Reliability™

Rev 9 04/6/2004

APC Global Services

Start-Up Service

Back-UPS®, Smart-UPS® and Smart-UPS® RT

- Quick Start-Up and easy operation of Back-UPS®, Smart-UPS® & Smart-UPS® RT

The Back-UPS®, Smart-UPS® and Smart-UPS® RT product series from APC have low requirements for operation and maintenance. However, customers may buy a variety of multiple UPS systems from APC all to be installed and operated as part of a larger power protection infrastructure. To install many single-phase units is not complicated, but it does require a certain amount of time and resources.

Therefore, to free customer resources and to provide peace of mind that smaller but equally vital pieces of the total power protection solution are all working according to specifications, APC offers a Start-UP Service for these systems.

APC's Start-Up Service provides customers with APC Authorized Personnel to ensure proper Start-Up of your Back-UPS®, Smart-UPS® or Smart-UPS® RT system. APC will energize and check functionality of the system in all modes to ensure compliance with stated technical specifications.

- Unpack UPS and perform visual inspection
- Connect batteries
- For Smart-UPS® and Smart-UPS® RT series
 - Install into rack when applicable
 - Power up the unit and perform a comprehensive diagnostic and self test
- Train customer support staff on operation of the unit

The Start-Up Service is available in two configurations:

- Service visit performed on a 5 x 8 basis, Monday through Friday, 9am to 5pm
- Service visit performed on a 7 x 24 basis, which allows the customer to schedule service outside normal business hours, including weekends and holidays

Benefits to Customer:

- Assurance of proper installation – extending product life
- Confidence that the UPS system will be performing to optimal manufacturer specifications
- Frees customer resources to concentrate on core business focuses
- Training of support staff on proper use

Important points:

- Limited to minimum purchase of 10 Start-Up services on the same purchase order for Back-UPS® and Smart-UPS® series
- **The Smart-UPS® RT series 5kVA and above may require an electrician for proper installation. Please consult your Installation Manual**
- **Smart-UPS® RT series Start-Up service may be purchased individually. Please contact AGS for assistance**
- Customer must purchase one Start-Up service per unit or extended runtime frame. Please contact AGS for further information and discount options for multiple purchases
- Allow for a two week lead time in service scheduling



Legendary Reliability™

APC Global Services

1-Year On-Site Service Back-UPS® , Smart-UPS® & Smart-UPS® RT***-The right people, the right place, the right time***

This service provides APC authorized service personnel at the customer's location within a specified period of time. This service offering includes parts, internal batteries (if applicable), labor and travel. The On-Site Service from APC is available in three different configurations that allow the customer to determine how quickly APC should arrive on site for an unscheduled visit or emergency situation:

- **1-Year Next Day On-Site Service**
 - If deemed necessary, APC will provide authorized personnel on site next day, including weekends and holidays
- **1-Year Next Business Day On-Site Service**
 - If deemed necessary, APC will provide authorized personnel on site next business day. Next business day is defined as Monday through Friday, 9am to 5pm – excluding holidays
- **1-Year On-Site Service with Best Endeavor Response**
 - If deemed necessary, APC will provide authorized personnel on site on a best endeavor response basis during normal business hours

Benefits to Customer:

- Frees customer resources to concentrate on core business objectives
- Security of quick response in an emergency situation
- Varying levels of response time to meet customer's needs

Important Points:

- On-Site Service not available in all locations. Please consult your local AGS representative for availability
- Must purchase one On-Site Service contract per unit or extended battery pack
- The On-Site Service must be purchased before expiration of unit factory warranty or current APC service program
- The 1-Year On-Site Service can be purchased to provide up to a maximum of 3 years coverage beyond factory warranty

Back UPS[®] & Smart UPS[®] Service SKUs:

APC SKU	Description
Product Based Services	
Extended Warranty	
WEXTWAR1YR-SB-10	1 Year Extended Warranty for Back-UPS and Smart-UPS
WEXTWAR1YR-SB-11	1 Year Extended Warranty for Back-UPS and Smart-UPS
WEXTWAR1YR-SB-12	1 Year Extended Warranty for Back-UPS and Smart-UPS
WEXTWAR1YR-SB-13	1 Year Extended Warranty for Back-UPS and Smart-UPS
WEXTWAR1YR-SB-14	1 Year Extended Warranty for Back-UPS and Smart-UPS
Extended Warranty	
WEXTWAR3YR-SB-10	3 Year Extended Warranty
WEXTWAR3YR-SB-11	3 Year Extended Warranty
WEXTWAR3YR-SB-12	3 Year Extended Warranty
WEXTWAR3YR-SB-13	3 Year Extended Warranty
WEXTWAR3YR-SB-14	3 Year Extended Warranty
Installation Services During Normal Business Hours	
WSTRTUP5X8-SB-10	START -UP SERVICE 5X8
WSTRTUP5X8-SB-11	START -UP SERVICE 5X8
WSTRTUP5X8-SB-12	START -UP SERVICE 5X8
WSTRTUP5X8-SB-13	START -UP SERVICE 5X8
WSTRTUP5X8-SB-14	START -UP SERVICE 5X8
Installation Services Outside Normal Business Hours	
WSTRTUP7X24-SB-10	START -UP SERVICE 7X24
WSTRTUP7X24-SB-11	START -UP SERVICE 7X24
WSTRTUP7X24-SB-12	START -UP SERVICE 7X24
WSTRTUP7X24-SB-13	START -UP SERVICE 7X24
WSTRTUP7X24-SB-14	START -UP SERVICE 7X24
On Site Service NEXT DAY RESPONSE (EMEA Only)	
WONSITEND-SB-10	1 Year Next Day On-site Service
WONSITEND-SB-11	1 Year Next Day On-site Service
WONSITEND-SB-12	1 Year Next Day On-site Service
WONSITEND-SB-13	1 Year Next Day On-site Service
WONSITEND-SB-14	1 Year Next Day On-site Service
On Site Service NEXT BUSINESS DAY RESPONSE	
WONSITENBD-SB-10	1 Year Next Business Day On-site Service
WONSITENBD-SB-11	1 Year Next Business Day On-site Service
WONSITENBD-SB-12	1 Year Next Business Day On-site Service
WONSITENBD-SB-13	1 Year Next Business Day On-site Service
WONSITENBD-SB-14	1 Year Next Business Day On-site Service
On site upgrade SKUs	
WUPGONSITEFW-SB-12	1 Year Next Business Day On-site Service Factory Warranty Upgrade
WUPGONSITEFW-SB-13	1 Year Next Business Day On-site Service Factory Warranty Upgrade
WUPGONSITEFW-SB-14	1 Year Next Business Day On-site Service Factory Warranty Upgrade
WUPGND-SB-00	1 Year Next Day On-site Service Upgrade to Existing On-site Service
WUPG4HR-SB-00	1 Year 4 Hour On-site Service Upgrade to Existing On-site Service

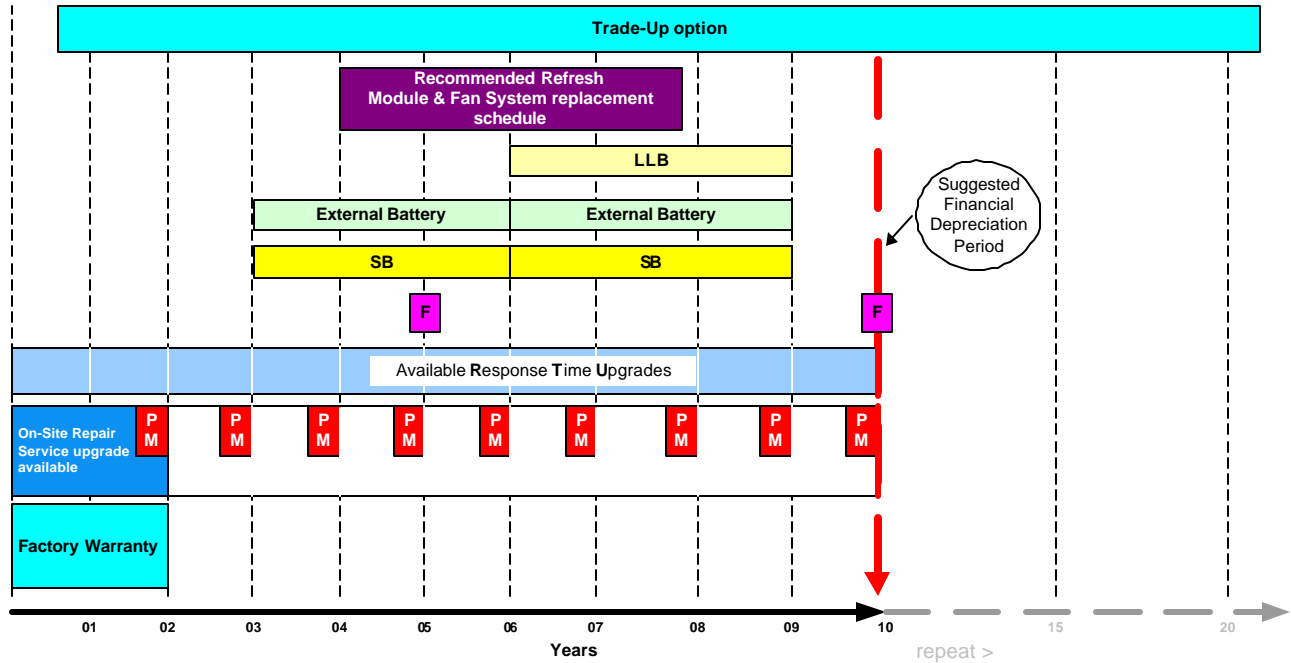
APC Matrix[®] ***and Symmetra***[®]

Matrix[®] and Symmetra[®] Quick Reference:

Matrix[®]	
<i>Modular power protection for servers, midrange systems, and business critical applications</i>	
Range:	
3 – 5 kVA Tower	
Application:	
Network & Server UPS	
Services available:	
Onsite Upgrade	Onsite Service
Extended Warranty	Preventive Maintenance Visit
Start Up Service	
Important notes:	
Must purchase one service per unit / SmartCell system	
Maximum of five years of coverage from manufacture date available	
Extended service contracts must be purchased before expiration of factory warranty	

Symmetra[®]	
<i>Scalable, redundant power protection for small datacenters, network rooms and enterprise level IT equipment</i>	
Range:	
2 – 16kVA N+1 Rack or Tower	
Application:	
Network & Server UPS	
Services available:	
Onsite Upgrade	Onsite Service
Extended Warranty	Preventive Maintenance Visit
Start Up Service	Tune UPS (available for select models only)
Important notes:	
Must purchase one service per unit / XR frame	
Maximum of ten years of coverage from manufacture date available	
Extended service contracts must be purchased before expiration of factory warranty	

Suggested Symmetra Single Phase Services Cycle



Legend :

Included minimum Preventive Maintenance Schedule	Recommended System Fan replacement schedule	Recommended Standard Battery replacement schedule	Recommended External Battery replacement schedule	Recommended Refresh Module & System Fan replacement schedule	Recommended Long Life Battery replacement schedule
--	---	---	---	--	--

APC Matrix[®] and Symmetra[®] Series Limited Factory Warranty

American Power Conversion (APC) warrants its products to be free from defects in materials and workmanship for a period of two years from the date of purchase. Its obligation under this warranty is limited to repairing or replacing, at its own sole option, any such defective products. To obtain service under warranty you must obtain a Returned Material Authorization (RMA) number from customer support. Products must be returned with transportation charges prepaid and must be accompanied by a brief description of the problem encountered and proof of date and place of purchase. This warranty does not apply to equipment that has been damaged by accident, negligence, or misapplication or has been altered or modified in any way. This warranty applies only to the original purchaser who must have properly registered the product within 10 days of purchase.

EXCEPT AS PROVIDED HEREIN, AMERICAN POWER CONVERSION MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some states do not permit limitation or exclusion of implied warranties; therefore, the aforesaid limitation(s) or exclusion(s) may not apply to the purchaser.

EXCEPT AS PROVIDED ABOVE, IN NO EVENT WILL APC BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF THIS PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. Specifically, APC is not liable for any costs, such as lost profits or revenue, loss of equipment, loss of use of equipment, loss of software, loss of data, costs of substitutes, claims by third parties, or otherwise.

Matrix[®] and Symmetra[®] Sales Scopes of Work



Legendary Reliability™

Rev 5 10/12/2004

APC Global Services

On-Site Upgrade to Factory Warranty

Matrix®, Symmetra®,
and Symmetra® LX

-The right people, the right place, the right time

The On-Site Service provides an APC authorized field service personnel at the customer's location within a specified period of time. This service supplements unit factory warranty by adding Next Business Day Response On-Site Service for the full term of the factory warranty period. The On-Site Factory Warranty Upgrade must be purchased on the same purchase order as the APC hardware product.

- On-Site Upgrade to Factory Warranty with Next Business Day service scheduling
- Parts, internal batteries, modules, labor and travel expenses included
- 7 x 24 Telephone Technical Support

Benefits to Customer:

- Frees customer resources to concentrate on core business objectives
- Security of quick response in an emergency situation

Important points:

- Must be purchased on the same purchase order as the APC hardware product
- Customer must purchase (1) On-Site Upgrade to Factory Warranty per UPS or XR frame
- On-Site Service not available in all locations. Please consult your local AGS representative for availability
- Next business day is defined as Monday through Friday, 9am to 5pm – excluding holidays



Legendary Reliability™

Rev 6 04/06/2004

APC Global Services

Start-Up Service

Matrix®, Symmetra®

- Delivers the vital resources, expertise and tools needed to quickly and efficiently implement your APC solution

APC's Start-Up Service provides customers with APC authorized service personnel on site to ensure proper installation and operation of your Matrix® UPS or Symmetra® Power Array. APC will energize and check functionality of the system in all modes of operation to ensure compliance with stated technical specifications.

Start-Up Service is available in two configurations:

- Service visit performed on a 5 x 8 basis, Monday through Friday, 9am to 5pm
- Service visit performed on a 7 x 24 basis, which allows the customer to schedule service outside normal business hours, including weekends and holidays

Start-Up of Symmetra® Power Array:

- Perform visual inspection of unpacked frame and input/ output wiring installed by the licensed electrician (if required)
- Install all power and battery modules
- Energize the unit and perform a comprehensive diagnostic and self test
- Train customer support staff on basic operation of the power array

Start-Up of Matrix®:

- Unpack electronics module, isolation module, SmartCell (battery) and perform visual inspection of the modules
- Assemble modules and connect wires
- Energize the unit and perform a comprehensive diagnostic and self test
- Train customer support staff on basic operation of the unit

Benefits to Customer:

- Assurance of proper installation
- Assurance that Symmetra® Power Array or Matrix® UPS system is performing to specifications
- Train customer support staff on basic operation of the unit

Important points:

- Customer must purchase one Start-UP Service per unit and/ or extended run frame
- Allow two week lead time for service scheduling
- Does not include cables, electrical installation or wiring
- For Start-UP of Symmetra® Power Array, the system must be electrically installed prior to the scheduled Start-Up visit



Legendary Reliability™

Rev 10 10/12/2004

APC Global Services

1-Year On-Site Service

**APC Matrix® , Symmetra®,
and Symmetra LX®**

- The right people, the right place, the right time

This service provides APC authorized service personnel at the customer's location within a specified period of time. This service offering includes parts, internal batteries (if applicable), labor and travel. The On-Site Service from APC is available in four different configurations that allow the customer to determine how quickly APC should arrive on site for an unscheduled visit or emergency situation:

- **1-Year 4 Hour Response On-Site Service**
 - For mission critical environments that require immediate response to service needs. Provides authorized personnel on site within 4 hours from the time that APC Technical Support deems an on site visit is necessary. This response level includes nights, weekends and holidays
- **1-Year Next Day On-Site Service**
 - If deemed necessary, APC will provide authorized personnel on site next day, including weekends and holidays
- **1-Year Next Business Day On-Site Service**
 - If deemed necessary, APC will provide authorized personnel on site next business day. Next business day is defined as Monday through Friday, 9am to 5pm – excluding holidays
- **1-Year On-Site Service with Best Endeavor Response**
 - If deemed necessary, APC will provide authorized personnel on site on a best endeavor response basis during normal business hours

Benefits to Customer:

- Frees customer resources to concentrate on core business objectives
- Varying levels of response time to meet customer's needs
- Security for quick response in an emergency situation

Important Points:

- 4 Hour and Next Day response option not available in all regions. Please consult your local AGS representative for availability.
- Must purchase one (1) On-Site Service agreement per UPS and per extended battery pack
- SmartCell, SYBATT, SYMIM, SYRIM as extra modules are covered by UPS or Power Array agreement
- The On-Site Service must be purchased before expiration of unit factory warranty or current APC service program



Legendary Reliability™

Rev 10 10/12/2004

APC Global Services

Preventive Maintenance

Smart-UPS® RT, Symmetra®, and Symmetra® LX

- Your best defense against downtime

The Preventive Maintenance Visit includes visual and electronic inspection of the UPS system to ensure it is performing to all defined manufacturer and environmental specifications.

- Verify that UPS environment is within specified conditions
- Verify proper operation of fans
- Check UPS event log for alarm(s) and record log (only through PowerView for Symmetra® and Symmetra® LX)
- Check input and output terminal block temperatures of UPS under load *
- Clean all dust and debris from UPS
- Check that all modules are properly seated and undamaged
- Check torque of UPS power connections (while system is in shutdown mode only) **
- Perform a system self-test
- Verify UPS transfers to all modes of operation (battery, bypass, normal)
- Record the serial numbers of all models and frame for verification of entitlement and tracking
- Report delivered to customer documenting UPS status and recording on-site activities

* If system cannot be shut down, a minimum of input / output terminal block temperatures will be verified by infrared temperature probe. If this test determines terminal block temperatures are outside manufacturer tolerances, the system will require complete shutdown for corrective action.

** NOTE: APC strongly recommends that the system be totally shut down in order to complete a full preventive maintenance check.

The Preventive Maintenance Visit from APC is available in two configurations:

- Service visit performed on a 5 x 8 basis, Monday through Friday, 9am to 5pm
- Service visit performed on a 7 x 24 basis, which allows the customer to schedule service outside normal business hours, including weekends and holidays

Benefits to Customer:

- Ensure availability through preventive maintenance
- Assurance that UPS system will be performing according to manufacturer specifications
- Optimize lifetime of UPS system

Important Points:

- Does not include parts
- Includes labor and travel expenses
- Allow a two-week lead-time for service scheduling
- **External battery systems require purchase of separate Preventive Maintenance agreements**
- This service can be ordered as a stand-alone visit or in conjunction with any other APC service agreement. Additional visits can be purchased for the same system if more than one Preventive Maintenance Visit per year is desired

Matrix® & Symmetra® Service SKUs:

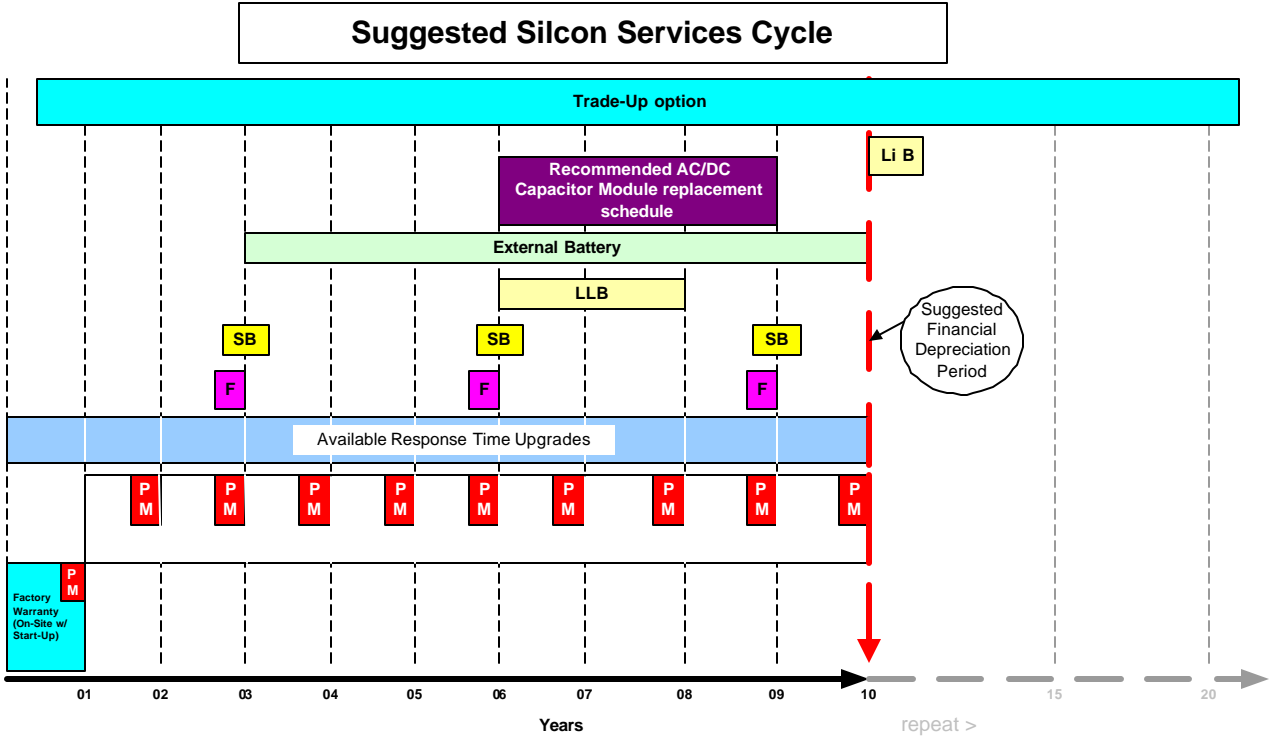
APC SKU	Description
Product Based Services	
Extended Warranty	
WEXTWAR1YR-SY-10	1 Year Extended Warranty
WEXTWAR1YR-SY-11	1 Year Extended Warranty
WEXTWAR1YR-SY-12	1 Year Extended Warranty
WEXTWAR1YR-SY-13	1 Year Extended Warranty
WEXTWAR1YR-SY-14	1 Year Extended Warranty
WEXTWAR1YR-SY-15	1 Year Extended Warranty
WEXTWAR1YR-SY-16	1 Year Extended Warranty
WEXTWAR3YR-SY-10	3 Year Extended Warranty
WEXTWAR3YR-SY-11	3 Year Extended Warranty
WEXTWAR3YR-SY-12	3 Year Extended Warranty
WEXTWAR3YR-SY-13	3 Year Extended Warranty
WEXTWAR3YR-SY-14	3 Year Extended Warranty
WEXTWAR3YR-SY-15	3 Year Extended Warranty
WEXTWAR3YR-SY-16	3 Year Extended Warranty
Installation Services During Normal Business Hours	
WSTRTUP5X8-SY-10	Start-Up Service 5x8 for Symmetra, Matrix -UPS, SUDP
WSTRTUP5X8-SY-11	Start-Up Service 5x8 for Symmetra, Matrix -UPS, SUDP
WSTRTUP5X8-SY-12	Start-Up Service 5x8 for Symmetra, Matrix -UPS, SUDP
WSTRTUP5X8-SY-13	Start-Up Service 5x8 for Symmetra, Matrix -UPS, SUDP
WSTRTUP5X8-SY-14	Start-Up Service 5x8 for Symmetra, Matrix -UPS, SUDP
WSTRTUP5X8-SY-15	Start-Up Service 5x8 for Symmetra, Matrix -UPS, SUDP
WSTRTUP5X8-SY-16	Start-Up Service 5x8 for Symmetra, Matrix -UPS, SUDP
Installation Services Outside Normal Business Hours	
WSTRTUP7X24-SY-10	Start-Up Service 7x24 for Symmetra, Matrix-UPS, SUDP
WSTRTUP7X24-SY-11	Start-Up Service 7x24 for Symmetra, Matrix-UPS, SUDP
WSTRTUP7X24-SY-12	Start-Up Service 7x24 for Symmetra, Matrix-UPS, SUDP
WSTRTUP7X24-SY-13	Start-Up Service 7x24 for Symmetra, Matrix-UPS, SUDP
WSTRTUP7X24-SY-14	Start-Up Service 7x24 for Symmetra, Matrix-UPS, SUDP
WSTRTUP7X24-SY-15	Start-Up Service 7x24 for Symmetra, Matrix-UPS, SUDP
WSTRTUP7X24-SY-16	Start-Up Service 7x24 for Symmetra, Matrix-UPS, SUDP
On Site Service 4 HOUR RESPONSE (EMEA Only)	
WONSITE4HR-SY-10	1 Year 4-Hour Response On-Site Service for Symmetra, Matrix -UPS, SUDP
WONSITE4HR-SY-11	1 Year 4-Hour Response On-Site Service for Symmetra, Matrix -UPS, SUDP
WONSITE4HR-SY-12	1 Year 4-Hour Response On-Site Service for Symmetra, Matrix -UPS, SUDP
WONSITE4HR-SY-13	1 Year 4-Hour Response On-Site Service for Symmetra, Matrix -UPS, SUDP
WONSITE4HR-SY-14	1 Year 4-Hour Response On-Site Service for Symmetra, Matrix -UPS, SUDP
WONSITE4HR-SY-15	1 Year 4-Hour Response On-Site Service for Symmetra, Matrix -UPS, SUDP
WONSITE4HR-SY-16	1 Year 4-Hour Response On-Site Service for Symmetra, Matrix -UPS, SUDP

On Site Service NEXT BUSINESS DAY RESPONSE	
WONSITENBD-SY-10	1 Year Next Business Day On-Site Service for Symmetra, Matrix -UPS, SUDP
WONSITENBD-SY-11	1 Year Next Business Day On-Site Service for Symmetra, Matrix -UPS, SUDP
WONSITENBD-SY-12	1 Year Next Business Day On-Site Service for Symmetra, Matrix -UPS, SUDP
WONSITENBD-SY-13	1 Year Next Business Day On-Site Service for Symmetra, Matrix -UPS, SUDP
WONSITENBD-SY-14	1 Year Next Business Day On-Site Service for Symmetra, Matrix -UPS, SUDP
WONSITENBD-SY-15	1 Year Next Business Day On-Site Service for Symmetra, Matrix -UPS, SUDP
WONSITENBD-SY-16	1 Year Next Business Day On-Site Service for Symmetra, Matrix -UPS, SUDP
On Site Service NEXT DAY RESPONSE (EMEA Only)	
WONSITEND-SY-10	1 Year Next Day On-Site Service for Symmetra, Matrix-UPS, SUDP
WONSITEND-SY-11	1 Year Next Day On-Site Service for Symmetra, Matrix-UPS, SUDP
WONSITEND-SY-12	1 Year Next Day On-Site Service for Symmetra, Matrix-UPS, SUDP
WONSITEND-SY-13	1 Year Next Day On-Site Service for Symmetra, Matrix-UPS, SUDP
WONSITEND-SY-14	1 Year Next Day On-Site Service for Symmetra, Matrix-UPS, SUDP
WONSITEND-SY-15	1 Year Next Day On-Site Service for Symmetra, Matrix-UPS, SUDP
WONSITEND-SY-16	1 Year Next Day On-Site Service for Symmetra, Matrix-UPS, SUDP
On Site Service Upgrades	
WUPGND -SY-00	1 Year Next Day On-Site Service Upgrade to Existing On-Site Service
WUPG4HR -SY-00	1 Year 4 Hour On-Site Service Upgrade to Existing On-Site Service
On Site Service Factory Warranty Upgrade	
WUPGONSITEFW-SY-10	(1 Year) Next Business Day On-site Service Factory Warranty Upgrade
WUPGONSITEFW-SY-11	(1 Year) Next Business Day On-site Service Factory Warranty Upgrade
WUPGONSITEFW-SY-12	(1 Year) Next Business Day On-site Service Factory Warranty Upgrade
WUPGONSITEFW-SY-13	(1 Year) Next Business Day On-site Service Factory Warranty Upgrade
WUPGONSITEFW-SY-14	(1 Year) Next Business Day On-site Service Factory Warranty Upgrade
WUPGONSITEFW-SY-15	(1 Year) Next Business Day On-site Service Factory Warranty Upgrade
WUPGONSITEFW-SY-16	NBD On-Site Service Upgrade to Factory Warranty
Preventive Maintenance During Normal Business Hours	
WPMV5X8-SY-10	(1) Preventive Maintenance Visit 5X8 for (1) Symmetra, Matrix-UPS or SUDP
WPMV5X8-SY-11	(1) Preventive Maintenance Visit 5X8 for (1) Symmetra, Matrix-UPS or SUDP
WPMV5X8-SY-12	(1) Preventive Maintenance Visit 5X8 for (1) Symmetra, Matrix-UPS or SUDP
WPMV5X8-SY-13	(1) Preventive Maintenance Visit 5X8 for (1) Symmetra, Matrix-UPS or SUDP
WPMV5X8-SY-14	(1) Preventive Maintenance Visit 5X8 for (1) Symmetra, Matrix-UPS or SUDP
WPMV5X8-SY-15	(1) Preventive Maintenance Visit 5X8 for (1) Symmetra, Matrix-UPS or SUDP
WPMV5X8-SY-16	(1) Preventive Maintenance Visit 5X8 for (1) Symmetra, Matrix-UPS or SUDP
Preventive Maintenance Outside of Normal Business Hours	
WPMV7X24-SY-10	(1) Preventive Maintenance Visit 7X24 for (1) Symmetra, Matrix-UPS or SUDP
WPMV7X24-SY-11	(1) Preventive Maintenance Visit 7X24 for (1) Symmetra, Matrix-UPS or SUDP
WPMV7X24-SY-12	(1) Preventive Maintenance Visit 7X24 for (1) Symmetra, Matrix-UPS or SUDP
WPMV7X24-SY-13	(1) Preventive Maintenance Visit 7X24 for (1) Symmetra, Matrix-UPS or SUDP
WPMV7X24-SY-14	(1) Preventive Maintenance Visit 7X24 for (1) Symmetra, Matrix-UPS or SUDP
WPMV7X24-SY-15	(1) Preventive Maintenance Visit 7X24 for (1) Symmetra, Matrix-UPS or SUDP
WPMV7X24-SY-16	(1) Preventive Maintenance Visit 7X24 for (1) Symmetra, Matrix-UPS or SUDP

APC Silcon[™]

Silcon[™] Quick Reference:

Silcon[™]
<i>Providing the highest efficiency and lowest operating costs within its class</i>
Range:
10 – 500 kVA / kW
Application:
Data Center & Facility UPS
Services available:
Start Up Service Battery Installation Service Onsite Service (response times dependent upon regional availability) Preventive Maintenance Visit
Important notes:
Reasonable expected product life: 15-20 years Must purchase one service per unit / external battery system No Extended Warranty (parts only coverage) available 20% discount on scheduled services when purchased for multiple units in same location Purchase of an APC Certified Start Up upgrades factory warranty to include on site service at Best Endeavor Response time.



Legend :

Included minimum Preventive Maintenance Schedule	Recommended Fan replacement schedule	Recommended Standard Battery replacement schedule	Recommended Long Life Battery replacement schedule	Recommended External Battery replacement schedule	Recommended Controller PCB Li Battery replacement schedule
--	--------------------------------------	---	--	---	--

APC Silcon™ Series Limited Factory Warranty

APC warrants that the unit, when properly installed and commissioned by APC or APC authorized service personnel, shall be free from defects in materials and workmanship for a period of (1) year from the date of installation or maximum 18 month after manufacturing. In the event that the unit fails to meet the foregoing warranty, APC shall for a period of one (1) year repair or replace any defective parts, without charge for on-site labor and travel if trained & authorized APC personnel has conducted start-up of the unit.

An APC Start-Up Service must be performed / completed by APC or APC authorized service personnel or the on-site factory warranty will be voided and replacement of defective parts only will be covered. APC shall have no liability and no obligation to repair the installed unit if non-authorized APC personnel performed the start-up and such start-up caused the unit to be defective.

Warranty claims procedure

To obtain service under warranty, customer must contact APC Customer Support at (the number provided in unit user manual). Customer must provide the model number of the Product, the serial number of the unit and the date purchased. A technician will ask you to describe the problem. APC will determine, in its sole discretion, whether an on site inspection of the product is appropriate. If an on site inspection is necessary' APC will arrange to have authorized service personnel dispatched to the equipment installation site. In the case where startup has not been performed by APC authorized service personnel and a parts only warranty is in effect, or a completed startup form cannot be provided, parts only warranties will be fulfilled with delivery of the necessary parts to affect repair. An APC authorized technician will be dispatched for parts delivery at the sole discretion of APC. Should the customer request that the unit be repaired by the field technician on site, labor and travel will be billed at the rates available on the APC price list at that time. In the case where it has been verified that startup has been performed by APC authorized service personnel, and a parts and labor warranty is in effect, APC shall repair or replace any such defective parts without charge for on-site labor and travel.

APC SHALL NOT BE LIABLE UNDER THIS WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSE THAT THE ALLEGED DEFECT IN THE PRODUCT DOES NOT EXIST OR WAS CAUSED BY PURCHASER'S OR ANY THIRD PERSON'S MISUSE, NEGLIGENCE, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO REPAIR OR MODIFY, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING OR OTHER HAZARD.

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, OF PRODUCTS SOLD, SERVICED OR FURNISHED UNDER THIS AGREEMENT OR IN CONNECTION HEREWITH. APC DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTION AND FITNESS FOR A PARTICULAR PURPOSE. APC'S EXPRESS WARRANTIES WILL NOT BE ENLARGED, DIMINISHED, OR AFFECTED BY AND NO OBLIGATION OR LIABILITY WILL ARISE OUT OF, APC'S RENDERING OF TECHNICAL OR OTHER ADVICE OR SERVICE IN CONNECTION WITH THE PRODUCTS. THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES. THE WARRANTIES SET FORTH ABOVE. CONSTITUTE APC'S SOLE LIABILITY AND PURCHASER' EXCLUSIVE REMEDY FOR ANY BREACH OF SUCH WARRANTIES. APC'S WARRANTIES RUN ONLY TO PURCHASER AND ARE NOT EXTENDED TO ANY THIRD PARTIES.

IN NO EVENT SHALL APC, ITS OFFICERS, DIRECTORS, AFFILIATES OR EMPLOYEES BE LIABLE FOR ANY FORM OF INDIRECT, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, ARISING OUT OF THE USE, SERVICE OR INSTALLATION, OF THE PRODUCTS, WHETHER SUCH DAMAGES ARISE IN CONTRACT OR

TORT, IRRESPECTIVE OF FAULT, NEGLIGENCE OR STRICT LIABILITY OR WHETHER APC HAS BEEN ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES.

NOTE ON POST WARRANTY SUPPORT: *After the end of the factory warranty period stated above, and provided that the customer has not purchased an extended service contract from APC, all repairs to the unit will be done on a "time and materials" basis. In such a case, should the unit fail, the customer will be responsible for payment for any spare parts needed to repair the unit and all travel and labor required to repair the unit. Pricing for parts, travel and labor will be generated from the APC standard price list for such items, appropriate to the region in which the unit is installed, as it may be updated and changed from time to time. Parts replaced will come with APC's Standard Warranty for such items for 3 months from the date of installation into the unit. Such APC Standard Parts Warranty will apply only to the replaced part.*

APC Batteries Limited Factory Warranty

APC offers the same basic warranty on its supplied batteries that is being offered by the leading battery manufacturers. APC warrants to the end-user that its supplied HIGH-RATE series of Valve Regulated Lead Acid batteries will be free of defects in material and workmanship for a period of one (1) year from date of shipment.

Battery functionality is typically impacted by age and environmental conditions, and therefore certain requirements must be met by the end-user. Failure to adhere to these requirements may put the battery warranty at risk. APC-supplied batteries must always be kept (whether stored or installed) in a climate-controlled environment, and should be re-charged at a minimum of every three (3) months. The battery environment must be free of excessive moisture, construction dirt, corrosive elements, or other contaminants. The temperature range must be maintained at 0 to 25° C (32 to 77° F).

APC must be notified immediately upon suspicion of possible battery defects, and be subsequently given authority to inspect any sites containing potentially defective batteries. If APC determines its supplied batteries to be defective due to materials or workmanship, APC will repair or replace those batteries at its option, F.O.B. factory without charge. Should the warranty period be extended as a result, the warranty becomes pro-rated. APC encourages customers to charge batteries a minimum of every three (3) months throughout their life in situations where no automatic charging takes place.

APC shall not be liable under this warranty if its testing and examination disclose that the alleged defect in the product does not exist or was caused by the purchaser's, or any third person's misuse, negligence, improper installation or testing, unauthorized attempts to repair or modify, or any other cause beyond the range of the intended use, or by accident, fire, lightning, or other hazard.

There are no warranties, express or implied, by operation of law or otherwise, of products sold or furnished under this agreement or in connection herewith. APC disclaims all implied warranties of merchantability, satisfaction, and fitness for a particular purpose. APC's express warranties will not be enlarged, diminished, or affected by and no obligation or liability will arise out of, APC's rendering of technical or other advice or service in connection with the products. The foregoing warranties and remedies are exclusive and in lieu of all other warranties and remedies. APC's warranties run only to purchaser and are not extended to any third parties.

Silcon[™] Sales Scopes of Work



Legendary Reliability™

Rev 7 04/6/2004

APC Global Services

Start-Up Service

Silcon™ Series

- Delivers the vital resources, expertise and tools needed to quickly and efficiently implement your APC solution

APC's Start-Up Service provides customers with APC authorized service personnel on site to ensure proper installation and operation of your Silcon™ UPS. APC will energize and check functionality of the system in all modes of operation to ensure compliance with stated technical specifications. Performance of an APC Start-Up ensures that the full factory warranty will apply.

- Perform visual inspection of UPS equipment to ensure that all connections are properly fixed and tight
- Verify:
 - That wiring is correct and document any discrepancies
 - That all internal functions are operating according to defined UPS specifications
 - That UPS bypass functions, static and manual, are operating properly
 - Internal battery voltages are within defined UPS specifications, where applicable
 - Proper regulation of output waveform
 - System output is within defined UPS specifications
- Record all front panel reading and parameter stacks
- Clean system
- Energize unit and perform a comprehensive diagnostic and self test
- Train customer support staff on basic operation of the UPS system

The Start-Up Service is available in two configurations:

- Service visit performed on a 5 x 8 basis, Monday through Friday, 9am to 5pm
- Service visit performed on a 7 x 24 basis, which allows the customer to schedule service outside normal business hours, including weekends and holidays

Benefits to Customer:

- Assurance of proper installation, extending product life
- UPS system will be performing to specifications for increased availability
- Assurance that full warranty will apply thereby maintaining fixed service costs

Important points:

- Customer must purchase one contract per UPS
- **Separate Start-Up or Installation service contracts must be purchased for external batteries**
- Allow 2 weeks lead time for service scheduling
- Does not include cables, electrical installation or wiring
- APC authorized Start-Up Service is a requirement for full warranty to apply on Silcon™ systems. Without Start-Up Service factory warranty coverage is parts only
- Unit must be kept in an environment that adheres to manufacturer specifications



Legendary Reliability™

Rev 7 04/6/2004

APC Global Services

1-Year On-Site Service

Silcon™ Series

- The right people, the right place, the right time

This service provides APC authorized service personnel at the customer's location within a specified period of time. This service offering includes parts, internal batteries (if applicable), labor and travel. The On-Site Service from APC is available in four different configurations that allow the customer to determine how quickly APC should arrive on site for an unscheduled visit or emergency situation:

- **1-Year 4 Hour Response On-Site Service**
 - For mission critical environments that require immediate response to service needs. Provides authorized personnel on site within 4 hours from the time that APC Technical Support deems an on site visit is necessary. This response level includes nights, weekends and holidays
- **1-Year Next Day On-Site Service**
 - If deemed necessary, APC will provide authorized personnel on site next day, including weekends and holidays
- **1-Year Next Business Day On-Site Service**
 - If deemed necessary, APC will provide authorized personnel on site next business day. Next business day is defined as Monday through Friday, 9am to 5pm – excluding holidays
- **1-Year On-Site Service with Best Endeavor Response**
 - If deemed necessary, APC will provide authorized personnel on site on a best endeavor response basis during normal business hours

Benefits to Customer:

- Frees customer resources to concentrate on core business objectives
- Varying levels of response time to meet customer's needs
- Security for quick response in an emergency situation

Important Points:

- On-Site Service not available in all locations. Please consult your local AGS representative for availability
- Must purchase one On-Site Service contract per unit
- **Separate On-Site Service contracts must be purchased for external batteries**
- **In order to renew or reinstate an on site service entitlement, a minimum one (1) Preventive Maintenance Visit must be purchased and performed per year**
- If external battery contract is not purchased for external battery coverage, any site visits caused by external batteries will be billed at current APC rates



Legendary Reliability™

Rev 7 04/09/2004

APC Global Services

Preventive Maintenance Visits

Silcon Series

Your best defense against downtime

The Preventive Maintenance Visit includes a comprehensive visual, environmental and electronic inspection of the Silcon™ UPS, aimed at maximizing data center uptime by ensuring that the Silcon™ components are performing to defined technical and environmental specifications.

An examination of your system designed to ensure optimal performance:

- Verify UPS environment is within specified conditions
- Verify proper airflow of fans
- Check UPS event log for any alarms and record log
- Check all power and control connections for proper torque and signs of overheating
- Spot-check temperature of internal or external battery terminals
- Verify actual voltage and current to the UPS display
- Perform battery discharge test
- Verify proper transfer to battery operation
- Test internal static bypass
- Clean dust and debris from UPS
- Inspect capacitor banks
- Report delivered to customer documenting UPS status and recording on-site activities

The Preventive Maintenance Visit from APC is available in two configurations:

- Service visit performed on a 5 x 8 basis, Monday through Friday, 9am to 5pm
- Service visit performed on a 7 x 24 basis, which allows the customer to schedule service outside normal business hours, including weekends and holidays

Benefits to Customer:

- Ensure availability through preventive maintenance
- Assurance that UPS system will be performing according to manufacturer specifications
- Optimize lifetime of UPS system

Important points:

- Includes labor and travel expenses
- Does not include repair parts
- Allow a two-week lead-time for service scheduling
- **External battery systems require purchase of separate Preventive Maintenance agreements**
- This service can be ordered as a stand-alone visit or in conjunction with any other APC Silcon service agreement. Additional visits can be purchased for the same system if more than one Preventive Maintenance Visit per year is desired
- **If system cannot be shut down, a minimum of input / output terminal block temperatures will be verified by infrared temperature probe. If this test determines terminal block temperatures are outside manufacturer tolerances, the system will require complete shutdown for corrective action**
- **NOTE: APC strongly recommends that the system be totally shut down in order to complete a full preventive maintenance check**



Legendary Reliability™

Rev 8 11/10/2004

APC Global Services

External Battery Installation Service

Silcon™ Series

- The fast, convenient, painless way to uptime

The External Battery Installation Service provides customers with APC Authorized Personnel to install batteries into racks or cabinets for external battery solutions. In addition, APC will energize and check functionality of the battery system in all modes of operation to ensure compliance with manufacturer specifications. This service is applicable to external battery solutions where the batteries are shipped separate from the battery cabinet. The External Battery Installation Service will be performed in connection with Start-Up of the UPS system when applicable.

- Verify required equipment is on-site
- Unpack and install batteries inside battery cabinet or rack
- Visually inspect condition of batteries and cabling
- Connect battery interconnects, cabinets and UPS
- Check open cell voltage of all batteries
- Check impedance / conductance of all batteries

The External Battery Installation Service is available in two configurations for customer convenience

- Service visit performed on a 5 x 8 basis, Monday through Friday, 9am to 5pm
- Service visit performed on a 7 x 24 basis, which allows the customer to schedule service outside normal business hours, including weekends and holidays

Benefits to Customer:

- Assurance of proper installation, extending product life
- UPS system will be performing to specifications for increased availability

Important Points:

- Available for Silcon UPS system external batteries only
- Available for APC approved batteries only: Johnson Controls, Power Battery, C&D, Yuasa, Exide, Chloride, and Panasonic. For other batteries contact AGS for assistance
- One External Battery Installation Service must be purchased for each external battery cabinet
- Not applicable for Vented Lead-Acid (wet cell) batteries. Contact AGS for assistance
- If APC supplied cables cannot be used due to positioning of UPS and the battery cabinet, then battery connections are not covered as part of this service
- Allow a 2 week lead time in service scheduling
- Batteries must be installed and maintained in environment that adheres to manufacturer specifications
- Contact AGS for custom quoting for installation of other manufacturer batteries or wet cell batteries



Legendary Reliability™

Rev 7 10/29/2004

APC Global Services

External Battery Start-Up Service

APC Silcon™ Series

- Delivers the vital resources, expertise and tools needed to quickly and efficiently implement your APC solution

With the External Battery Start-Up Service an APC authorized engineer will energize and check functionality of the battery system in all modes of operation to ensure compliance with manufacturer specifications. The External Battery Start-Up will be performed in connection with Start-Up of the UPS system. This service is applicable to external battery cabinets in which the batteries are already installed into the cabinet(s).

- Verify required equipment is on-site
- Visually inspect condition of batteries and cabling
- Connect battery interconnects where applicable
- Check and record open cell voltage of all batteries
- Check and record impedance / conductance of all batteries

Benefits to Customer:

- Assurance of proper installation, extending product life
- UPS system will be performing to specifications for increased availability

Important Points:

- Scheduling hours of the Battery Start-Up Service depend on the scheduling hours that are defined in the UPS Start-UP Agreement, as these two services will be performed on the same day, whenever applicable
- Available for APC approved batteries only; Johnson Controls, Power Battery, C&D, Yuasa, Exide, Chloride and Panasonic
- One External Battery Start-Up Service must be purchased for each external battery cabinet
- Not applicable for Vented Lead-Acid (wet cell) batteries. Contact AGS for assistance
- If APC supplied cables cannot be used due to positioning of UPS and battery, then battery connections are not covered as part of this service
- Batteries must be stored in environmental conditions that adhere to manufacturer specifications.
- Allow two weeks lead time in service scheduling



Legendary Reliability™

Rev 10 10/29/2004

APC Global Services

External Battery On-Site Service

APC Silcon™ Series

- The right people, the right place, the right time

The External Battery On-Site Service provides customers with a 1-year maintenance agreement on external battery solutions, to ensure optimum battery lifetime and performance. This service includes 1-year of On-Site Repair Service on APC approved external batteries. Replacement batteries, labor and travel expenses are covered under this agreement.

- 1-Year On-Site Repair Service, including batteries, labor and travel
- Replacement of any batteries out of defined tolerance

Response time for service under the External Battery On-Site Agreement depends upon the response time of the related UPS On-Site Service agreement, for which 4 different response levels are available (see Silcon On-Site Agreement description for additional details).

- **4-Hour On-Site Response**
- **Next Day On-Site Response**
- **Next Business Day On-Site Response**
- **Best Endeavor Response**

Benefits to Customer:

- Customer resources are free to concentrate on core business focus
- Level of Battery On-Site response time follows the related UPS On-Site Agreement, assuring the desired level of availability applies to total system solution
- Security for quick response in an emergency situation

Important Points:

- 4 Hour and Next Day response option not available in all regions. Please consult your local AGS representative for availability.
- **Must be purchased in conjunction with the related UPS On-Site Agreement and a minimum of one (1) Battery Preventative Maintenance Visit per year**
- One External Battery On-Site Service must be purchased for each external battery cabinet
- External Battery On-Site response time is determined by the UPS On-Site Agreement
- Available for APC approved batteries only: Johnson Controls, Power Battery, C&D, Yuasa, Exide, Chloride, and Panasonic
- Not applicable for Vented Lead-Acid (wet cell) batteries. Contact AGS for assistance
- This service and pricing are applicable only for the first 5 years of battery lifetime
 - After year 5 APC strongly recommends all batteries be replaced
- For extended life batteries (10 years) this service and pricing is applicable for the 10 years of battery lifetime
 - After year 10 APC strongly recommends that all batteries be replaced



Legendary Reliability™

Rev 8 10/29/2004

APC Global Services

External Battery Preventative Maintenance

Silcon™ Series

- Your best defense against downtime

The Preventive Maintenance Visit includes one on site visual and electronic inspection of the Silcon External Battery system to ensure it is performing to factory specifications. This visit covers only APC approved external batteries and includes labor and travel expenses.

An examination of your system designed to ensure optimal performance:

- Visual inspection of battery system installation
- Battery impedance / conductance test
- Battery discharge test, subject to prior customer approval
- Check battery terminal temperature, AC voltage ripple and AC current ripple
- Battery terminal torque per battery manufacturer requirements
- Check for corrosion or acid leaks
- Clean battery system
- Make recommendations to customer regarding replacement of faulty batteries in case this service is not combined with an External Battery On-Site service agreement

External Battery Preventative Maintenance is available in two configurations for customer convenience.

- Service visit performed on a 5 x 8 basis, Monday through Friday, 9am to 5pm
- Service visit performed on a 7 x 24 basis, which allows the customer to schedule service outside normal business hours, including weekends and holidays

Benefits to Customer:

- Extended battery life due to preventative maintenance
- Longer anticipated lifetime of UPS system
- Assurance that batteries will be performing according to manufacturer specification
- Full status of all on-site activities delivered to customer
- Maximum system uptime due to proactive battery replacement of any batteries out of defined tolerance *when combined with an APC External Battery On-Site Service Program*

Important Points:

- Available for APC approved batteries only; Johnson Controls, Power Battery, C&D, Yuasa, Exide, Chloride and Panasonic
- One External Battery Preventive Maintenance Service must be purchased for each external battery cabinet
- Not applicable for Vented Lead-Acid (wet cell) batteries, please contact AGS for assistance
- Entire Silcon system, including external batteries, must be placed in maintenance bypass during Preventive Maintenance. This may leave your critical loads unprotected

Silcon[™] Service SKUs:

APC SKU	Description
Product Based Services	
Installation Services During Normal Business Hours	
WSTRUP5X8-SL-10	Start-up Service 5X8 for Silcon 10-20 kW UPS
WSTRUP5X8-SL-11	Start-up Service 5X8 for Silcon 30-40 kW UPS
WSTRUP5X8-SL-12	Start-up Service 5X8 for Silcon 60-80 kW UPS
WSTRUP5X8-SL-13	Start-up Service 5X8 for Silcon 120-160 kW UPS
WSTRUP5X8-SL-14	Start-up Service 5X8 for Silcon 240-320 kW UPS
WSTRUP5X8-SL-15	Start-up Service 5X8 for Silcon 400-500 kW UPS
Installation Services Outside Normal Business Hours	
WSTRUP7X24-SL-10	Start-up Service 7X24 for Silcon 10-20 kW UPS
WSTRUP7X24-SL-11	Start-up Service 7X24 for Silcon 30-40 kW UPS
WSTRUP7X24-SL-12	Start-up Service 7X24 for Silcon 60-80 kW UPS
WSTRUP7X24-SL-13	Start-up Service 7X24 for Silcon 120-160 kW UPS
WSTRUP7X24-SL-14	Start-up Service 7X24 for Silcon 240-320 kW UPS
WSTRUP7X24-SL-15	Start-up Service 7X24 for Silcon 400-500 kW UPS
On Site Service 4 HOUR RESPONSE (EMEA Only)	
WONSITE4HR-SL-10	1 Year 4-Hour Response On-site Service for Silcon 10 - 20kW UPS
WONSITE4HR-SL-11	1 Year 4-Hour Response On-site Service for Silcon 30-40kW UPS
WONSITE4HR-SL-12	1 Year 4-Hour Response On-site Service for Silcon 60-80 kW UPS
WONSITE4HR-SL-13	1 Year 4-Hour Response On-site Service for Silcon 120-160 kW UPS
WONSITE4HR-SL-14	1 Year 4-Hour Response On-site Service for Silcon 240-320 kW UPS
WONSITE4HR-SL-15	1 Year 4-Hour Response On-site Service for Silcon 400-500 kW UPS
On Site Service NEXT DAY RESPONSE (EMEA Only)	
WONSITEND-SL-10	1 Year Next Day Response On-site Service for Silcon 10-20 kW UPS
WONSITEND-SL-11	1 Year Next Day Response On-site Service for Silcon 30-40 kW UPS
WONSITEND-SL-12	1 Year Next Day Response On-site Service for Silcon 60-80 kW UPS
WONSITEND-SL-13	1 Year Next Day Response On-site Service for Silcon 120-160 kW UPS
WONSITEND-SL-14	1 Year Next Day Response On-site Service for Silcon 240-320 kW UPS
WONSITEND-SL-15	1 Year Next Day Response On-site Service for Silcon 400-500 kW UPS
On Site Service NEXT BUSINESS DAY RESPONSE	
WONSITENBD-SL-10	1 Year Next Business Day Response On-site Service for Silcon 10-20 kW UPS
WONSITENBD-SL-11	1 Year Next Business Day Response On-site Service for Silcon 30-40 kW UPS
WONSITENBD-SL-12	1 Year Next Business Day Response On-site Service for Silcon 60-80 kW UPS
WONSITENBD-SL-13	1 Year Next Business Day Response On-site Service for Silcon 120-160 kW UPS
WONSITENBD-SL-14	1 Year Next Business Day Response On-site Service for Silcon 240-320 kW UPS
WONSITENBD-SL-15	1 Year Next Business Day Response On-site Service for Silcon 400-500 kW UPS
On Site Service Upgrades	
WUPGND-SL-00	1 Year Next Day On-Site Service Upgrade to Existing On-Site Service
WUPG4HR-SL-00	1 Year Next Day On-Site Service Upgrade to Existing On-Site Service

Preventive Maintenance During Normal Business Hours	
WPMV5X8-SL-10	Preventative Maintenance Visit 5X8 for Silcon 10-20 kW UPS
WPMV5X8-SL-11	Preventative Maintenance Visit 5X8 for Silcon 30-40 kW UPS
WPMV5X8-SL-12	Preventative Maintenance Visit 5X8 for Silcon 60-80 kW UPS
WPMV5X8-SL-13	Preventative Maintenance Visit 5X8 for Silcon 120-160 kW UPS
WPMV5X8-SL-14	Preventative Maintenance Visit 5X8 for Silcon 240-320 kW UPS
WPMV5X8-SL-15	Preventative Maintenance Visit 5X8 for Silcon 400-500 kW UPS
Preventive Maintenance Outside Normal Business Hours	
WPMV7X24-SL-10	Preventative Maintenance Visit 7X24 for Silcon 10-20 kW UPS
WPMV7X24-SL-11	Preventative Maintenance Visit 7X24 for Silcon 30-40 kW UPS
WPMV7X24-SL-12	Preventative Maintenance Visit 7X24 for Silcon 60-80 kW UPS
WPMV7X24-SL-13	Preventative Maintenance Visit 7X24 for Silcon 120-160 kW UPS
WPMV7X24-SL-14	Preventative Maintenance Visit 7X24 for Silcon 240-320 kW UPS
WPMV7X24-SL-15	Preventative Maintenance Visit 7X24 for Silcon 400-500 kW UPS
Installation Services During Normal Business Hours	
WXBTINS5X8-BT-10	Silcon External Battery Installation Service 5X8 for Type 1 208V
WXBTINS5X8-BT-11	Silcon External Battery Installation Service 5X8 for Type 2
WXBTINS5X8-BT-12	Silcon External Battery Installation Service 5X8 for Type 3
WXBTINS5X8-BT-13	Silcon External Battery Installation Service 5X8 for Type 1 400/480V
WXBTINS5X8-BT-14	Silcon External Battery Installation Service 5X8 for Type 4
WXBTINS5X8-BT-15	Silcon External Battery Installation Service 5X8 for Type 5 208V & Type 2 400/480V
WXBTINS5X8-BT-16	Silcon External Battery Installation Service 5X8 for Type 3 400/480V
WXBTINS5X8-BT-17	Silcon External Battery Installation Service 5X8 for Type 6
WXBTINS5X8-BT-18	Silcon External Battery Installation Service 5X8 for Type 4 400/480V
WXBTINS5X8-BT-19	Silcon External Battery Installation Service 5X8 for Type 5 400/480V
WXBTINS5X8-BT-20	Silcon External Battery Installation Service 5X8 for Type 6
Installation Services Outside Normal Business Hours	
WXBTINS7X24-BT-10	Silcon External Battery Installation Service 7X24 for Type 1 208V
WXBTINS7X24-BT-11	Silcon External Battery Installation Service 7X24 for Type 2
WXBTINS7X24-BT-12	Silcon External Battery Installation Service 7X24 for Type 3
WXBTINS7X24-BT-13	Silcon External Battery Installation Service 7X24 for Type 1 400/480V
WXBTINS7X24-BT-14	Silcon External Battery Installation Service 7X24 for Type 4
WXBTINS7X24-BT-15	Silcon External Battery Installation Service 7X24 for Type 5 208V & Type 2 400/480V
WXBTINS7X24-BT-16	Silcon External Battery Installation Service 7X24 for Type 3 400/480V
WXBTINS7X24-BT-17	Silcon External Battery Installation Service 7X24 for Type 6
WXBTINS7X24-BT-18	Silcon External Battery Installation Service 7X24 for Type 4 400/480V
WXBTINS7X24-BT-19	Silcon External Battery Installation Service 7X24 for Type 5 400/480V
WXBTINS7X24-BT-20	Silcon External Battery Installation Service 7X24 for Type 6

AGS Product Guide



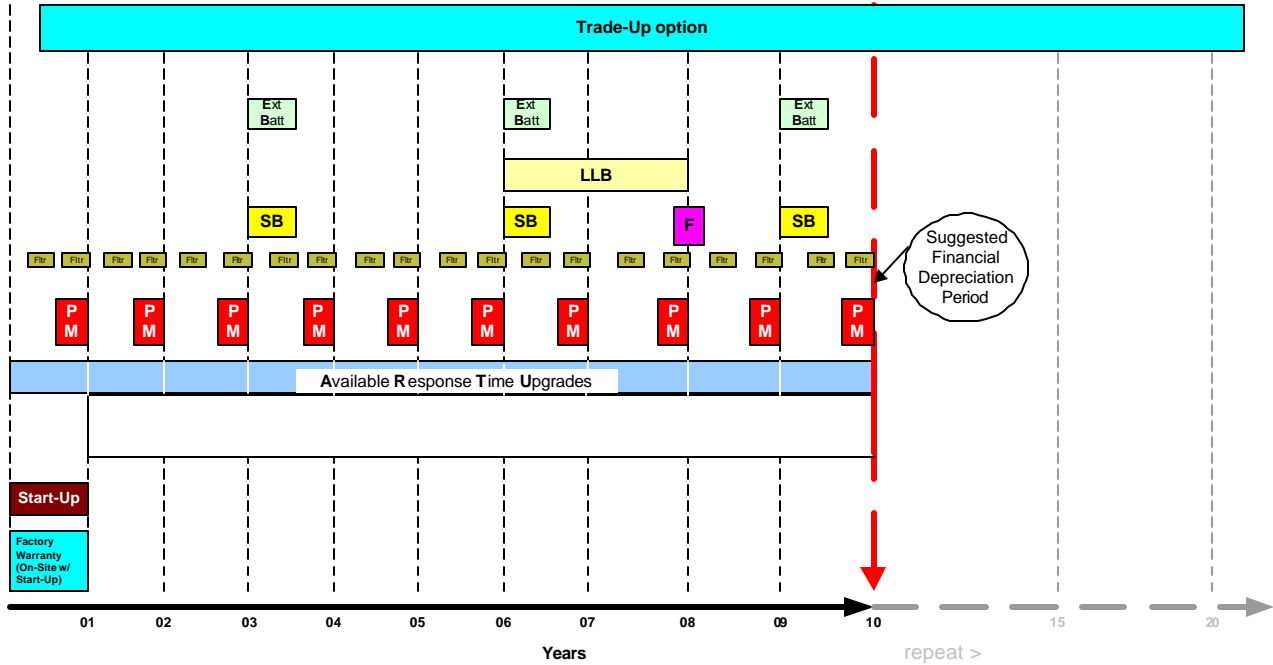
Silcon External Battery Start Up Service	
WXBSTRTUP-BT-10	Silcon External Battery Start-Up Service for Type 1 208V
WXBSTRTUP-BT-11	Silcon External Battery Start-Up Service for Type 2
WXBSTRTUP-BT-12	Silcon External Battery Start-Up Service for Type 3
WXBSTRTUP-BT-13	Silcon External Battery Start-Up Service for Type 1 400/480V
WXBSTRTUP-BT-14	Silcon External Battery Start-Up Service for Type 4
WXBSTRTUP-BT-15	Silcon External Battery Start-Up Service for Type 5 208V & Type 2 400/480V
WXBSTRTUP-BT-16	Silcon External Battery Start-Up Service for Type 3 400/480V
WXBSTRTUP-BT-17	Silcon External Battery Start-Up Service for Type 6
WXBSTRTUP-BT-18	Silcon External Battery Start-Up Service for Type 4 400/480V
WXBSTRTUP-BT-19	Silcon External Battery Start-Up Service for Type 5 400/480V
WXBSTRTUP-BT-20	Silcon External Battery Start-Up Service for Type 6 400/480V
Silcon External Battery On Site Service	
WXBTONSITE-BT-10	Silcon External Battery On-Site Service for Type 1 208V
WXBTONSITE-BT-11	Silcon External Battery On-Site Service for Type 2
WXBTONSITE-BT-12	Silcon External Battery On-Site Service for Type 3
WXBTONSITE-BT-13	Silcon External Battery On-Site Service for Type 1 400/480V
WXBTONSITE-BT-14	Silcon External Battery On-Site Service for Type 4
WXBTONSITE-BT-15	Silcon External Battery On-Site Service for Type 5 208V & Type 2 400/480V
WXBTONSITE-BT-16	Silcon External Battery On-Site Service for Type 3 400/480V
WXBTONSITE-BT-17	Silcon External Battery On-Site Service for Type 6
WXBTONSITE-BT-18	Silcon External Battery On-Site Service for Type 4 400/480V
WXBTONSITE-BT-19	Silcon External Battery On-Site Service for Type 5 400/480V
WXBTONSITE-BT-20	Silcon External Battery On-Site Service for Type 6 400/480V
Silcon External Battery Preventive Maintenance During Normal Business Hours	
WXBTPMV5X8-BT-10	Silcon External Battery Preventative Maintenance Visit 5x8 for Type 1 208V
WXBTPMV5X8-BT-11	Silcon External Battery Preventative Maintenance Visit 5x8 for Type 2
WXBTPMV5X8-BT-12	Silcon External Battery Preventative Maintenance Visit 5x8 for Type 3
WXBTPMV5X8-BT-13	Silcon External Battery Preventative Maintenance Visit 5x8 for Type 1 400/480V
WXBTPMV5X8-BT-14	Silcon External Battery Preventative Maintenance Visit 5x8 for Type 4
WXBTPMV5X8-BT-15	Silcon External Battery Preventative Maintenance Visit 5x8 for Type 5 208V & Type 2 400/480V
WXBTPMV5X8-BT-16	Silcon External Battery Preventative Maintenance Visit 5x8 for Type 3 400/480V
WXBTPMV5X8-BT-17	Silcon External Battery Preventative Maintenance Visit 5x8 for Type 6
WXBTPMV5X8-BT-18	Silcon External Battery Preventative Maintenance Visit 5x8 for Type 4 400/480V
WXBTPMV5X8-BT-19	Silcon External Battery Preventative Maintenance Visit 5x8 for Type 5 400/480V
WXBTPMV5X8-BT-20	Silcon External Battery Preventative Maintenance Visit 5x8 for Type 6 400/480V
Silcon External Battery Preventive Maintenance Outside Normal Business Hours	
WXBTPMV7X24-BT-10	Silcon External Battery Preventative Maintenance Visit 7x24 for Type 1 208V
WXBTPMV7X24-BT-11	Silcon External Battery Preventative Maintenance Visit 7x24 for Type 2
WXBTPMV7X24-BT-12	Silcon External Battery Preventative Maintenance Visit 7x24 for Type 3
WXBTPMV7X24-BT-13	Silcon External Battery Preventative Maintenance Visit 7x24 for Type 1 400/480V
WXBTPMV7X24-BT-14	Silcon External Battery Preventative Maintenance Visit 7x24 for Type 4
WXBTPMV7X24-BT-15	Silcon External Battery Preventative Maintenance Visit 7x24 for Type 5 208V & Type 2 400/480V
WXBTPMV7X24-BT-16	Silcon External Battery Preventative Maintenance Visit 7x24 for Type 3 400/480V
WXBTPMV7X24-BT-17	Silcon External Battery Preventative Maintenance Visit 7x24 for Type 6
WXBTPMV7X24-BT-18	Silcon External Battery Preventative Maintenance Visit 7x24 for Type 4 400/480V
WXBTPMV7X24-BT-19	Silcon External Battery Preventative Maintenance Visit 7x24 for Type 5 400/480V
WXBTPMV7X24-BT-20	Silcon External Battery Preventative Maintenance Visit 7x24 for Type 6 400/480V

APC Smart UPS VT and AIS

Smart-UPS VT
<i>Performance power protection with scalable runtime for small data centers</i>
Range:
10 – 40 kVA
Application:
Data Center & Facility UPS
Services available:
Start Up Service Onsite Service (response times dependent upon regional availability) Preventive Maintenance Visit Battery Installation Service
Important notes:
Must purchase one service per unit / external battery system No Extended Warranty (parts only coverage) available APC Certified Start Up included with the purchase of the UPS APC Certified Start-Up included on each external battery frame purchased with the UPS One year on site service contract with Best Endeavor Response time included

AIS3000
<i>Performance power protection with scalable runtime for industrial applications, automation control, and critical manufacturing processes</i>
Range:
10 – 40 kVA (30KVA in 208V)
Application:
Industrial
Services available:
Start Up Service Onsite Service (response times dependent upon regional availability) Preventive Maintenance Visit Battery Installation Service
Important notes:
Must purchase one service per unit / external battery system No Extended Warranty (parts only coverage) available APC Certified Start Up included with the purchase of the UPS APC Certified Start-Up included on each external battery frame purchased with the UPS One year on site service contract with Best Endeavor Response time included

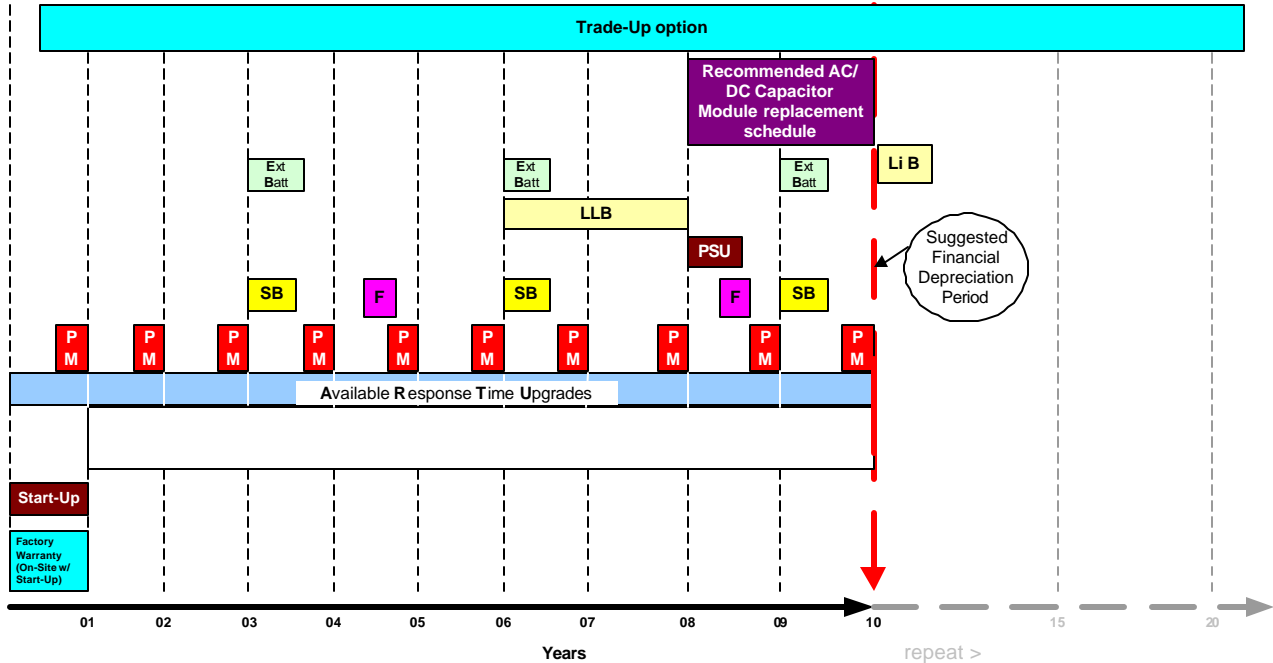
Recommended SUVT/AIS3000 Services Cycle



Legend :

<p>Minimum Preventive Maintenance Schedule (annual)</p>	<p>Recommended Fan replacement schedule (8 Yr)</p>	<p>Recommended Standard Battery replacement schedule (3-5 Yr range)</p>	<p>Recommended Long Life Battery replacement schedule (6-8 Yr range)</p>	<p>Recommended External Battery replacement schedule (3-5 Yr range)</p>	<p>AIS 3000 Only Recommended Air Filter Check/Replace Schedule (semi-annual)</p>
---	--	---	--	---	--

Recommended AIS5000 Services Cycle



Legend :

Minimum Preventive Maintenance Schedule (annual)	Recommended Fan replacement schedule (4-5 Yr range)	Recommended Standard Battery replacement schedule (3-5 Yr range)	Recommended Long Life Battery replacement schedule (3-5 Yr range)	Recommended External Battery replacement schedule (3-5 Yr range)	Recommended Controller PCB Li Battery replacement schedule (10 Yr)	Recommended Power Supply Unit replacement schedule (8 Yr)
--	---	--	---	--	--	---

Smart-UPS VT and AIS3000 Factory Warranty Statement

The limited warranty provided by American Power Conversion Corporation (“APC”) in this Statement of Limited Factory Warranty applies only to Products you purchase for your commercial or industrial use in the ordinary course of your business.

APC product covered

AIS[®] 3000 and AIS[®] 3000 Extended Run Battery Enclosure
Smart-UPS[®] VT and Smart-UPS[®] VT Extended Run Battery Enclosure

Terms of warranty

APC warrants that the Product shall be free from defects in materials and workmanship for a period of one (1) year from the date of start-up when APC authorized service personnel performed the startup of the Product, or a maximum of 18 months from the date of Product shipment from APC, when APC authorized service personnel have not performed the start-up of the Product (“Warranty Period”). In the event that the Product fails to meet the foregoing warranty, APC shall repair or replace any defective parts, such repair or replacement to be without charge for on-site labor and travel if APC authorized personnel have conducted start-up of the Product. An APC Start-Up Service must be performed/completed by APC authorized service personnel or replacement of defective parts only will be covered. APC shall have no liability and no obligation to repair the installed Product if non-authorized personnel performed the start-up and such start-up caused the Product to be defective. Any parts furnished under this warranty may be new or factory-remanufactured. **Repair or replacement of a defective product or part thereof does not extend the original warranty period.**

Non-transferable warranty extends to first purchaser for use

This Warranty is extended to the first person, firm, association or corporation (herein referred to by “You” or “Your”) for whom the APC Product specified herein has been purchased. This Warranty is not transferable or assignable without the prior written permission of APC.

Assignment of warranties

APC will assign to you any warranties which are made by manufacturers and suppliers of components of the APC Product and which are assignable. Any such warranties are assigned “AS IS” and APC makes **no representations** as to the effectiveness or extent of such warranties, assumes NO RESPONSIBILITY for any matters which may be warranted by such manufacturers or suppliers and extends no coverage under this Warranty to such components.

Drawings, descriptions

APC warrants for the Warranty Period and on the terms of the Warranty set forth herein that the APC Product will substantially conform to the descriptions contained in the APC Official Published Specifications or any of the drawings certified and agreed to by an authorized APC representative, if applicable thereto (“Specifications”). It is understood that the Specifications are **not warranties of performance** and **not warranties of fitness for a particular purpose**.

Warranty claims procedure

To obtain service under Warranty, contact APC Customer Support (see rear cover). You will need the model number of the Product, the serial number, and the date purchased. A technician will ask you to describe the problem. If it is determined that the Product will need to be returned to APC you must obtain a returned material authorization (RMA) number from APC Customer Support. Products that must be returned must have the RMA number marked on the outside of the package, and be returned with transportation charges prepaid. If it is determined by APC Customer Support that on-site repair of the Product is allowed, APC will arrange to have APC authorized service personnel dispatched to the Product location to repair or replace the Product at the discretion of APC.

Exclusions

APC shall not be liable under the Warranty if its testing and examination discloses that the alleged defect in the product does not exist or was caused by your or any third person's misuse, negligence, improper installation or testing, unauthorized attempts to repair or modify, or any other cause beyond the range of the intended use, or by accident, fire, lightning or other hazard.

THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, OF PRODUCTS SOLD, SERVICED OR FURNISHED UNDER THIS AGREEMENT OR IN CONNECTION HEREWITH. APC DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTION AND FITNESS FOR A PARTICULAR PURPOSE. THE APC EXPRESS WARRANTIES WILL NOT BE ENLARGED, DIMINISHED, OR AFFECTED BY AND NO OBLIGATION OR LIABILITY WILL ARISE OUT OF APC RENDERING TECHNICAL OR OTHER ADVICE OR SERVICE IN CONNECTION WITH THE PRODUCTS. THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES. THE WARRANTIES SET FORTH ABOVE, CONSTITUTE SOLE LIABILITY OF APC AND YOUR EXCLUSIVE REMEDY FOR ANY BREACH OF SUCH WARRANTIES. THE WARRANTIES EXTEND ONLY TO YOU AND ARE NOT EXTENDED TO ANY THIRD PARTIES.

IN NO EVENT SHALL APC, ITS OFFICERS, DIRECTORS, AFFILIATES OR EMPLOYEES BE LIABLE FOR ANY FORM OF INDIRECT, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING OUT OF THE USE, SERVICE OR INSTALLATION OF THE PRODUCTS, WHETHER SUCH DAMAGES ARISE IN CONTRACT OR TORT, IRRESPECTIVE OF FAULT, NEGLIGENCE OR STRICT LIABILITY OR WHETHER APC HAS BEEN ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGE.



Legendary Reliability™

APC Global Services

Start-Up Service**Smart-UPS VT & AIS3000**

- Delivers the vital resources, expertise and tools needed to quickly and efficiently implement your APC solution

APC's Start-Up Service provides customers with APC authorized service personnel on site to ensure proper installation and operation of your Smart-UPS VT or AIS3000 UPS. APC will ensure the system is properly energized and check functionality of the system in all modes of operation to ensure compliance with stated technical specifications. Performance of an APC Start-Up enhances the factory warranty to a One Year of Next Business Day On-Site Service at no additional cost.

- Perform visual inspection of UPS equipment to ensure that all connections are properly fixed and tight
- Verify:
 - That wiring is correct and document any discrepancies
 - That all internal functions are operating according to defined UPS specifications
 - That UPS bypass functions, static and manual, are operating properly
 - Internal battery voltages are within defined UPS specifications, where applicable
 - Proper regulation of output waveform
 - System output is within defined UPS specifications
- Record all PowerView readings and settings
- Ensure system is properly energized and perform a comprehensive diagnostic and self test
- Train customer support staff on basic operation of the UPS system

The Start-Up Service is available in two configurations:

- Service visit performed on a 5 x 8 basis, Monday through Friday, 9am to 5pm. This is included with the purchase of the system
- Service visit performed on a 7 x 24 basis, which allows the customer to schedule service outside normal business hours, including weekends and holidays. This is an optional service entitling the customer to a flexible anytime scheduling

Benefits to Customer:

- Assurance of proper installation, extending product life
- UPS system will be performing to specifications for increased availability
- Assurance of maintaining fixed service costs by the UPS factory warranty and a complimentary One Year On-Site service entitlement

Important points:

- One 5x8 contract per UPS and per External Battery Frame is included with the purchase of the units and therefore not offered as a separate service
- The 7x24 contract is available at an additional cost and includes the UPS and any External Battery Frames purchased with the UPS, and is priced as an upgrade to an existing service (5x8 included).
- Allow 2 weeks lead time for service scheduling
- Does not include cables, electrical installation or wiring
- Unit must be kept in an environment that adheres to manufacturer specifications



Legendary Reliability™

APC Global Services

1-Year On-Site Service**SUVT & AIS3000**

- The right people, the right place, the right time

This service provides APC authorized service personnel at the customer's location within a specified period of time. This service offering includes parts, internal batteries (if applicable), labor and travel. The On-Site Service from APC is available in four different configurations that allow the customer to determine how quickly APC should arrive on site for an unscheduled visit or emergency situation:

- **1-Year 4 Hour Response On-Site Service**
 - For mission critical environments that require immediate response to service needs. Provides authorized personnel on site within 4 hours from the time that APC Technical Support deems an on site visit is necessary. This response level includes nights, weekends and holidays
- **1-Year Next Day On-Site Service**
 - If deemed necessary, APC will provide authorized personnel on site next day, including weekends and holidays
- **1-Year Next Business Day On-Site Service**
 - If deemed necessary, APC will provide authorized personnel on site next business day. Next business day is defined as Monday through Friday, 9am to 5pm – excluding holidays

Benefits to Customer:

- Frees customer resources to concentrate on core business objectives
- Varying levels of response time to meet customer's needs
- Security for quick response in an emergency situation

Important Points:

- On-Site Service not available in all locations. Please consult your local AGS representative for availability
- Must purchase one On-Site Service contract per unit
- **Separate On-Site Service contracts must be purchased for external batteries**
- **In order to renew or reinstate an on site service entitlement, a minimum one (1) Preventive Maintenance Visit must be purchased and performed per year**
- If external battery contract is not purchased for external battery coverage, any site visits caused by external batteries will be billed at current APC rates
- Best Endeavor Response Time is available by quote only and is reserved for remote locations where traveling limitations or security protocol disallows for a speedy response time.



Legendary Reliability™

APC Global Services

Preventive Maintenance Visit**SUVT and AIS3000*****Your best defense against downtime***

The Preventive Maintenance Visit includes a comprehensive visual, environmental and electronic inspection of the Smart-UPS VT and AIS3000, aimed at maximizing data center uptime by ensuring that the unit components are performing to defined technical and environmental specifications.

An examination of your system designed to ensure optimal performance:

- Verify UPS environment is within specified conditions
- Verify proper operation of fans
- Check UPS event log for any alarms and record log
- Check all power and control connections for proper torque and signs of overheating*
- Spot-check temperature of internal or external battery terminals
- Verify actual voltage and current to the UPS display
- Perform battery discharge test
- Verify proper transfer to all modes of operation
- Clean dust and debris from UPS
- Report delivered to customer documenting UPS status and recording on-site activities
- Perform a system self-test
- Air Filter inspection (AIS3000 only)

The Preventive Maintenance Visit from APC is available in two configurations:

- Service visit performed on a 5 x 8 basis, Monday through Friday, 9am to 5pm
- Service visit performed on a 7 x 24 basis, which allows the customer to schedule service outside normal business hours, including weekends and holidays

Benefits to Customer:

- Ensure availability through preventive maintenance
- Assurance that UPS system will be performing according to manufacturer specifications
- Optimize lifetime of UPS system

Important points:

- Includes labor and travel expenses
- Does not include repair parts
- Allow a two-week lead-time for service scheduling
- **External battery systems require purchase of separate Preventive Maintenance agreements**
- This service can be ordered as a stand-alone visit or in conjunction with any other APC Smart-UPS VT or AIS3000 service agreement. Additional visits can be purchased for the same system if more than one Preventive Maintenance Visit per year is desired

*** If system cannot be shut down, a minimum of input / output terminal block temperatures will be verified by infrared temperature probe. If this test determines terminal block temperatures are outside manufacturer tolerances, the system will require complete shutdown for corrective action**

Note: APC strongly recommends that the system be totally shut down in order to complete a full preventive maintenance check



Legendary Reliability™

APC Global Services

External Battery Installation Service**APC Smart-UPS VT
and AIS3000**

- The fast, convenient, painless way to uptime

The External Battery Installation Service provides customers with APC Authorized Personnel to install batteries and bay External Battery cabinet to the APC UPS. In addition, APC will energize the battery and check functionality of the battery system to ensure it is in compliance with manufacturer specifications. This service is included at no additional cost if the service is to be performed in connection with the Start-Up of the Smart-UPS VT or AIS3000.

- Verify required equipment is on site
- Visually inspect condition of batteries and cabling
- Bay Extended Run Frame to the UPS and install bussing between UPS and Battery cabinet
- Install batteries inside battery cabinet
- Check open cell voltage of all batteries
- Check impedance / conductance of all batteries

The External Battery Installation Service is available in two configurations for customer convenience

- Service visit performed on a 5 x 8 basis, Monday through Friday, 9am to 5pm
- Service visit performed on a 7 x 24 basis, which allows the customer to schedule service outside normal business hours, including weekends and holidays

Benefits to Customer:

- Assurance of proper installation, extending product life
- UPS system will be performing to specifications for increased availability

Important Points:

- Available for Smart-UPS VT and AIS3000 system external batteries only
- Available for APC approved batteries only
- Not applicable for Vented Lead-Acid (wet cell) batteries. Contact AGS for assistance
- Allow a 2 week lead time in service scheduling
- Batteries must be installed and maintained in environment that adheres to manufacturer specifications
- Contact AGS for custom quoting for installation of other manufacturer batteries or wet cell batteries

Note: The UPS system must be totally shut down in order to complete the External Battery Installation Service



Legendary Reliability™

Rev 1 10/18/2004

APC Global Services

External Battery Preventive Maintenance Visit

Smart-UPS VT and AIS3000

- Your best defense against downtime

This service includes one Preventive Maintenance Visit on external batteries to ensure proper operation over time and that the batteries are performing according to manufacturer specifications. The External Battery Preventive Maintenance Visit is available for APC approved external batteries that are part of an APC Smart-UPS VT or AIS3000 External Battery Frame. Labor and travel expenses are included in the visit. The Preventive Maintenance visit will include the following:

- Verify External Battery Frame environment is within specified conditions
- Mechanical inspection and torque of bussing between External Battery cabinet and UPS
- Measurements of battery float currents
- Measurement of AC voltage ripple and AC current ripple
- Clean system
- Recommendations to customer with regards to replacement of battery cells or strings that may be out of tolerance when this service is not combined with an External Battery On-Site service contract

The External Battery Preventive Maintenance Visit is available in two configurations:

- Performed on a 5 x 8 basis, within normal business hours
- Performed on a 7 x 24 basis. This visit allows the customer to schedule this service outside normal business hours, including nights, weekends and holidays

Benefits to Customer:

- Extended battery life due to preventive maintenance
- Longer lifetime of the power system
- Assurance that the batteries will be performing according to manufacturer specifications
- Full status of all on-site activities delivered to customer
- History of battery maintenance for warranty purposes
- Predictive failure analysis to assist with replacement budgeting
- Maximum uptime due to proactive battery replacement of any batteries out of defined tolerance *when combined* with an APC External Battery On-Site Service Program

Important Points:

- The Preventive Maintenance Visit will be performed at the same time as the power system Preventive Maintenance Visit, whenever applicable
- Not applicable for Vented Lead-Acid (wet cell) batteries. Please contact AGS for assistance
- Separate contracts must be purchased for each external battery string

Smart-UPS VT and AIS3000 Service SKUs:

APC Part Number	Model
Services	
Installation Services	
WSTRTUP5X8-VT-10	Start-Up Service 5X8 for Smart-UPS VT
WSTRTUP7X24-VT-10	Start-Up Service 7X24 for Smart-UPS VT
On Site Service	
WONSITEBE-VT-10	1 Year Best Endeavor Response On-Site Service for Smart-UPS VT
WONSITENBD-VT-10	1 Year Next Business Day On-Site Service for Smart-UPS VT
WUPG4HR-VT-00	1 Year 4HR On-Site Service Response Upgrade to Existing On-Site Service Warranty
WUPGND-VT-00	1 Year Next Day On-Site Service Response Upgrade to Existing On-Site Service Warranty
Preventive Maintenance	
WPMV5X8-VT-10	(1) Preventive Maintenance Visit 5X8 for (1) Smart-UPS VT
WPMV7X24-VT-10	(1) Preventive Maintenance Visit 7X24 for (1) Smart-UPS VT

APC Symmetra[®] ***PX***

Symmetra[®] 3 Phase Quick Reference:

Symmetra[®] PX
Range:
10 – 80kW N+1
Application:
Data Center & Facility UPS
Services available (Symmetra[®] 3 Phase uses InfraStruXure[™] SKUs):
Extended Warranty Assembly Service Start Up Service Onsite Service Preventive Maintenance Visit
Important notes:
Must purchase one service per unit / external battery system Maximum of ten years of coverage from manufacture date available Extended service contracts must be purchased before expiration of factory warranty

APC Symmetra[®] PX Limited Product Warranty

LIMITED PRODUCT WARRANTY FOR APC PRODUCTS

The limited warranty provided by American Power Conversion Corporation (“APC”) in this Statement of Limited Factory Warranty applies only to Products you purchase for your commercial or industrial use in the ordinary course of your business.

APC product covered

Symmetra PX UPS

Terms of warranty

APC warrants that the Product shall be free from defects in materials and workmanship, for a period of two (2) years from the date of start-up when APC authorized service personnel has performed the start-up of the Product. In the event that the Product fails to meet the foregoing warranty, APC shall repair or replace any defective parts. Any parts furnished under this warranty may be new or factory remanufactured.

Warranty extends to first purchaser for use, non-transferable

This Warranty is extended to the first person, firm, association or corporation for whom the APC Product specified herein (herein referred to as “You or Your”.) This Warranty is not transferable or assignable without the prior written permission of APC.

Assignment of warranties

APC will assign to you any warranties which are made by manufacturers and suppliers of components of the APC Product and which are assignable. Any such warranties are assigned “**as is**” and APC makes **no representations** as to the effectiveness or extent of such warranties, assumes **no responsibility** for any matters which may be warranted by such manufacturers or suppliers and extends no coverage under this Warranty to such components.

Drawings, descriptions

APC warrants for the Warranty Period and on the terms of the Warranty set forth herein that the APC Product will substantially conform to the descriptions contained in APC’s Official Published Specifications or any the drawings certified and agreed to by an authorized APC representative, if applicable thereto (“Specifications”). It is understood that the Specifications are **not warranties of performance** and **not warranties of fitness for a particular purpose**.

EXCLUSIONS

APC SHALL NOT BE LIABLE UNDER THE WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSES THAT THE ALLEGED DEFECT IN THE PRODUCT DOES NOT EXIST OR WAS CAUSED BY YOUR OR ANY THIRD PERSON’S MISUSE, NEGLIGENCE, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO REPAIR OR MODIFY, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING OR OTHER HAZARD. THERE ARE NO

WARRANTIES, EXPRESSED OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, OF PRODUCTS SOLD, SERVICED OR FURNISHED UNDER THIS AGREEMENT OR IN CONNECTION HEREWITH. APC DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTION AND FITNESS FOR A PARTICULAR PURPOSE. APC'S EXPRESS WARRANTIES WILL NOT BE ENLARGED, DIMINISHED, OR AFFECTED BY AND NO OBLIGATION OR LIABILITY WILL ARISE OUT OF, APC'S RENDERING OF TECHNICAL OR OTHER ADVICE OR SERVICE IN CONNECTION WITH THE PRODUCTS. THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES. THE WARRANTIES SET FORTH ABOVE, CONSTITUTE APC'S SOLE LIABILITY AND YOUR EXCLUSIVE REMEDY FOR ANY BREACH OF SUCH WARRANTIES. APC'S WARRANTIES RUN ONLY TO YOU AND ARE NOT EXTENDED TO ANY THIRD PARTIES. IN NO EVENT SHALL APC, ITS OFFICERS, DIRECTORS, AFFILIATES OR EMPLOYEES BE LIABLE FOR ANY FORM OR INDIRECT, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, ARISING OUT OF THE USE, SERVICE OR INSTALLATION, OF THE PRODUCTS, WHETHER SUCH DAMAGES ARISE IN CONTRACT OR TORT, IRRESPECTIVE OF FAULT, NEGLIGENCE OR STRICT LIABILITY OR WHETHER APC HAS BEEN ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGE. SOME COUNTRIES, TERRITORIES, LOCALITIES OR STATES, AS APPLICABLE, DO NOT ALLOW LIMITATIONS ON HOW LONG A WARRANTY LASTS, IMPLIED WARRANTIES, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO SUCH LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. IT IS APC'S INTENT TO MAKE SUCH LIMITATIONS AND EXCLUSIONS IN THESE TERMS AND CONDITIONS TO THE FULLEST EXTEND ALLOWED UNDER ANY APPLCABLE LAW.

Symmetra[®] PX Sales Scopes of Work



Legendary Reliability™

Extended Warranty

Symmetra® PX

- Affordable extended coverage

The 1 Year Extended Warranty from APC provides the customer with basic insurance extending the factory warranty of the unit (as defined in the user manual) for 1 year. With this program the customer is guaranteed next business day delivery of parts or unit to and from the customer's site at no extra charge. These APC Extended Warranty programs can be purchased anytime while the UPS is still within its original factory warranty period

- 1 Year Extended Warranty with next business day delivery of parts or unit
- 7 x 24 Telephone Technical Support

Benefits to Customer:

- Low cost basic insurance providing peace of mind in the unlikely event of a failure
- Assurance of quick delivery of parts or new unit increasing availability
- No additional shipping costs

Important Points:

- Must be purchased before expiration of original factory warranty
- Service requests must be placed before 3pm local time for Next Business Day delivery guarantee
- Next Business Day delivery not applicable for all countries, please check availability with your local AGS office



Legendary Reliability™

Rev 10 4/19/2004

APC Global Services

Start Up Service

Symmetra[®] PX

- Delivers the vital resources, expertise and tools needed to quickly and efficiently implement your APC solution

Working closely with the electrician on-site, the APC authorized service personnel will ensure that the input wiring to the system is installed correctly. APC will complete all internal wiring as well as energize and check functionality of the solution in all modes of operation to ensure compliance with stated technical specifications.

- Unpack and mount all power and battery modules into battery frame
- Perform visual inspection of UPS to ensure that all connections are properly fixed and tight
- Verify:
 - wiring is correct and document any discrepancies
 - all internal functions are operating according to defined specifications
 - bypass functions, static and manual, are operating properly
 - Internal battery voltages are within defined specifications, where applicable
 - Proper regulation of output waveform
 - System output is within defined specifications
- Record all front panel readings and parameter stacks
- Clean system
- Energize unit and perform a comprehensive diagnostic and self test
- Train customer support staff on basic operation of the system

Benefits to Customer:

- Assurance of proper installation, extending product life
- UPS system will be performing to specifications for increased availability

Important Points:

- Start Up Service is available for 7 x 24 scheduling
- Allow for a two week lead time in service scheduling
- Electrician must be present to land wires from main distribution panel to the Power Distribution Unit of the solution
- APC does not cut any holes in the tiles, walls or floors associated with installation of any system
- A safety barrier will be required any time energized electrical conductors, bus bars or terminals are exposed
- Unit must be kept in an environment that adheres to manufacturer specifications



Legendary Reliability™

APC Global Services

1-Year On-Site Service**Symmetra® PX****Quick On-Site Support for mission critical data centers**

This service offering from APC includes 1 Year On-Site repair service on the APC Symmetra® PX Solution and 7 x 24 Telephone Technical Support. Parts, internal batteries (if applicable), labor and travel costs are all included. The On-Site Service from APC is available in three different configurations that allow the customer to determine how quickly APC should arrive on-site for an unscheduled visit or emergency situation:

- **1-Year Next Business Day On-Site Service**
APC will provide authorized personnel on-site next business day. The next business day is defined as the next day during normal business hours. The service request must be placed within defined local business hours.
- **1-Year Next Day On-Site Service**
APC will provide authorized personnel on-site next day, including weekends and holidays. The service request can be placed at any hour. *(Not available in all locations. Please consult with your local APC representative for coverage in your area).*
- **1-Year 4 Hour Response On-Site Service**
For mission critical environments that require immediate service response. APC will provide authorized personnel on-site within 4 hours from the time APC Technical Support deems an on-site visit is necessary. This response level includes nights, weekends and holidays. *(Not available in all locations. Please consult your local APC representative for coverage in your area).*

Benefits to Customer:

- Customer resources are free to concentrate on core business focuses
- On-Site response time determined according to customer needs and desired level of availability
- Security for quick response in an emergency situation
- Maximum flexibility for designing a service contract that exactly meets customer needs

Important Points:

- 4 Hour and Next Day response option not available in all locations. Please consult your local AGS representative for coverage in your area.
- The On-Site Service Agreement must be purchased before expiration of the factory warranty
- Can be combined with other APC service offerings for enhanced availability, e.g. Preventive Maintenance Visit



Legendary Reliability™

Rev 5 11/7/2003

APC Global Services

Preventive Maintenance

Symmetra® PX

- Maximize system uptime through preventive maintenance

The Preventive Maintenance Visit includes a comprehensive visual, environmental and electronic inspection of the Symmetra® PX solution, aimed at maximizing data center uptime by ensuring that the Symmetra® PX components are performing to defined manufacturer specifications.

- Verify that system environment is within specified conditions
- Verify proper fan operation
- Check system event log for any alarm entries and record logs
- Check all power terminals of system under load
- Check all remaining termination points
- Verify accuracy of System Bypass display voltage and current to the UPS
- Verify accuracy of System Bypass display voltage and current to the PDU, if applicable
- Spot-check random battery bus connection temperatures
- Visual inspection of the system, assuring that all power wires are properly seated and undamaged
- Check proper torque of power connections*
- Test internal static bypass and service bypass operation, if applicable
- Battery verification test
- Clean all dust and debris from system

**Must be performed during a scheduled shutdown*

Benefits to Customer:

- Maximized data center uptime through preventive maintenance
- Assurance that the system will perform to product specifications
- Increased reliability and security against unplanned outage of critical systems
- Optimized capital expenditures by increasing the lifetime of your data center infrastructure
- Preventive Maintenance Visit available on a 7 x 24 basis for mission critical applications

Important Points:

- Includes labor and travel expenses
- Does not include repair parts
- Allow a two week lead time in service scheduling
- This service can be ordered as a stand-alone visit or in conjunction with any service agreement from APC
- Additional visits can be purchased for the same system if more than one Preventive Maintenance Visit per year is desired

Symmetra PX Service SKUs:

APC Part Number	Description
Services	
Extended Warranty	
WEXTWAR1YR-PX-21	1 Year Extended Warranty for (1) Symmetra 40kW UPS
WEXTWAR1YR-PX-23	1 Year Extended Warranty for (1) External Battery Frame
WEXTWAR1YR-PX-31	1 Year Extended Warranty for (1) Symmetra 80kW
WEXTWAR1YR-PX-33	1 Year Extended Warranty for (1) External Battery Frame
WEXTWAR1YR-PX-34	1 Year Extended Warranty for (1) Remote Distribution Panel
Installation Services	
WSTRTUP7X24-PX-11	Start-Up Service 7x24 for UPS and up to 3 NetShelters
WSTRTUP7X24-PX-21	Start-Up Service for (1) Symmetra 40kW UPS and/or (1) PDU
WSTRTUP7X24-PX-23	Start-Up Service 7X24 for (1) External Battery Frame for Symmetra PX 40 kW
WSTRTUP7X24-PX-31	Start-Up Service for (1) Symmetra 80kW UPS and/or (1) PDU
WSTRTUP7X24-PX-33	Start-Up Service for (1) External Battery Frame for Symmetra PX 80 kW
Needs Assessment Services	
WLOADBNKTST-PX-29	Load Bank Test for InfraStruXure Type A & B
On Site Service	
WONSITENBD-PX-21	1 Year Next Business Day On-Site Service for Symmetra PX 40 kW UPS and/or PDU
WONSITENBD-PX-23	1 Year Next Business Day On-Site Service for (1) External Battery Frame for Symmetra PX 40 kW
WONSITENBD-PX-31	1 Year Next Business Day On-Site Service for Symmetra PX 80 kW and/or PDU
WONSITENBD-PX-33	1 Year Next Business Day On-Site Service for (1) External Battery Frame for Symmetra PX 80 kW
WUPG4HR-PX-00	1 Year 4HR On-Site Service Response Upgrade to Existing On-Site Service Warranty
WUPGND-PX-00	1 Year Next Day On-Site Service Response Upgrade to Existing On-Site Service Warranty
WUPGONSITEFW-PX-21	(1 Year) Next Business Day On-site Service Factory Warranty Upgrade
WUPGONSITEFW-PX-23	(1 Year) Next Business Day On-site Service Factory Warranty Upgrade
WUPGONSITEFW-PX-31	(1 Year) Next Business Day On-site Service Factory Warranty Upgrade
WUPGONSITEFW-PX-33	(1 Year) Next Business Day On-site Service Factory Warranty Upgrade
WUPGONSITEFW-PX-34	(1 Year) Next Business Day On-site Service Factory Warranty Upgrade
Preventive Maintenance	
W1BATREFH-PX-21	Battery Replacement Service for Symmetra PX
W1BATREFH-PX-23	Battery Replacement Service for (1) External Battery Frame
WPMV7X24-PX-21	(1) Preventive Maintenance Visit 7X24 for (1) Symmetra PX 40kW UPS and/or PDU
WPMV7X24-PX-23	(1) Preventive Maintenance Visit 7X24 for (1) External Battery Cabinet for Symmetra PX 40kW
WPMV7X24-PX-31	(1) Preventive Maintenance Visit 7X24 for (1) Symmetra PX 80 kW and/or (1) PDU
WPMV7X24-PX-33	(1) Preventive Maintenance Visit 7X24 for (1) External Battery Cabinet for Symmetra PX 80kW

***APC NetworkAIR[™] Precision Cooling
Systems***

NetworkAIR[™] Quick Reference:

Cooling Solutions Air Distribution/Fans

Hot Aisle Containment - The only enclosed hot aisle solution.

Rack Air Removal Unit - The only manageable rack heat removal solution.

Rack Air Distribution Unit - The first product to distribute conditioned air directly into the enclosure.

Rack Side Air Distribution Unit - The first air distribution product for high-density equipment with side to side airflow

Range:

Capacities range from 260 CFM to 1200 CFM for fan based products

Application:

Heat Removal for High Density configurations, enclosures, low pressure areas and equipment with side to side air flow.

Services available:

Extended Warranty
Assembly Service

Important notes:

Must purchase one service per unit or two units, depending on product

Maximum of up to three years of coverage from manufacture date available (product specific)

Extended warranties must be purchased before expiration of factory warranty

CoolingSolutions Network & Server Room Air Conditioning
<i>NetworkAIR PA - The only portable cooling solution designed for IT applications.</i> <i>NetworkAIR CM - Ceiling Mount Precision Air Conditioning.</i>
Range:
Capacities PA1000: 1.6kW, PA4000: 4kW, CM: 3kW to 17kW
Application:
PA: Portable, self-contained air conditioning solutions for small rooms and data closets. CM: Ceiling Mount Precision Air Conditioning.
Services available:
PA: Extended Warranty and Assembly Service CM: Start Up Service, Compressor Extended Warranty, Onsite Service (response times dependent upon regional availability) and Preventive Maintenance
Important notes:
PA1000: Factory standard warranty only
PA4000: Must purchase one extended warranty per product, assembly covers up to 2 units, Maximum of up to three years of coverage from manufacture date available, Extended warranties must be purchased before expiration of factory warranty
CM: Start Up Service upgrades standard one year factory parts warranty to one year Onsite Service. Preventive Maintenance required to qualify for Onsite Service entitlement

Cooling Solutions Data Center & Facility Air Conditioning

NetworkAIR FM - The world's only computer room air conditioning system built on twenty-first century technology.

NetworkAIR IR - The world's only computer room air conditioning system with horizontal airflow for in-row operation.

NetworkAIR AFX - Floor Mount Precision Air Conditioning for environmentally sensitive equipment areas.

NetworkAIR CW - Floor Mount Precision Air Conditioning using chilled water.

Range:

Capacities
 NetworkAIR FM – from 35-50kW in air, water, glycol, economizer, and multi-cool models
 NetworkAIR IR – 40kW chilled water configuration
 NetworkAIR AFX – from 20kW to 98kW in air, water and glycol configurations
 NetworkAIR CW – from 20kW to 210kW in a chilled water configuration

Application:

Floor Mount Precision Air Conditioning for environmentally sensitive equipment areas, data centers and computer rooms

Services available:

Start Up Service
 Compressor Extended Warranty
 Onsite Service (response times dependent upon regional availability)
 Preventive Maintenance

Important notes:

Start Up Service upgrades standard one year factory parts warranty to one year Onsite Service.
 Preventive Maintenance required to qualify for Onsite Service entitlement

APC Cooling Solutions Limited Factory Warranty

The limited warranty provided by American Power Conversion Corporation (“APC”) in this Statement of Limited Factory Warranty applies only to Products you purchase for your commercial or industrial use in the ordinary course of your business.

LIMITED FACTORY WARRANTY

APC product covered

APC NetworkAIR FM Horizontal Flow Precision Air Conditioning Unit

Terms of warranty

APC warrants that the Product shall be free from defects in materials and workmanship for a period of one (1) year from the date of start-up when APC authorized service personnel performed the start-up of the Product, or a maximum of 18 months from the date of Product shipment from APC, when APC authorized service personnel have not performed the start-up of the Product (“Warranty Period”). In the event that the Product fails to meet the foregoing warranty, APC shall repair or replace any defective parts, such repair or replacement to be without charge for on-site labor and travel if APC authorized personnel have conducted start-up of the Product. An APC Start-Up Service must be performed / completed by APC authorized service personnel or replacement of defective parts only will be covered. APC shall have no liability and no obligation to repair the installed Product if non-authorized personnel performed the start-up and such start-up caused the Product to be defective. Any parts furnished under this warranty may be new or factory-remanufactured. **This warranty does not cover** circuit breaker resetting, loss of refrigerant, consumables, or preventative maintenance items. **Repair or replacement of a defective product or part thereof does not extend the original warranty period.**

Non-transferable Warranty extends to first purchaser for use

This Warranty is extended to the first person, firm, association or corporation (herein referred to by “You” or “Your”) for whom the APC Product specified herein has been purchased. This Warranty is not transferable or assignable without the prior written permission of APC.

Assignment of warranties

APC will assign to you any warranties which are made by manufacturers and suppliers of components of the APC Product and which are assignable. Any such warranties are assigned “AS IS” and APC makes **no representations** as to the effectiveness or extent of such warranties, assumes NO RESPONSIBILITY for any matters which may be warranted by such manufacturers or suppliers and extends no coverage under this Warranty to such components.

Drawings, descriptions

APC warrants for the Warranty Period and on the terms of the Warranty set forth herein that the APC Product will substantially conform to the descriptions contained in the APC Official Published Specifications or any of the drawings certified and agreed to by an authorized APC representative, if applicable thereto (“Specifications”). It is understood that the Specifications are **not warranties of performance** and **not warranties of fitness for a particular purpose**.

Warranty claims procedure

To obtain service under Warranty, contact APC Customer Support at (800) 800-4272. You will need the model number of the Product, the serial number, and the date purchased. A technician will ask you to describe the problem. If it is determined that the Product will need to be returned to APC you must obtain a returned material authorization (RMA) number from APC Customer Support. Products that must be returned must have the RMA number marked on the outside of the package, and be returned with transportation charges prepaid. If it is determined by APC Customer Support that on-site repair of the Product is allowed, APC will arrange to have APC authorized service personnel dispatched to the Product location to repair or replace the Product at the discretion of APC.

Exclusions

APC shall not be liable under the Warranty if its testing and examination discloses that the alleged defect in the product does not exist or was caused by your or any third person's misuse, negligence, improper installation or testing, unauthorized attempts to repair or modify, or any other cause beyond the range of the intended use, or by accident, fire, lightning or other hazard.

THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, OF PRODUCTS SOLD, SERVICED OR FURNISHED UNDER THIS AGREEMENT OR IN CONNECTION HERewith. APC DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTION AND FITNESS FOR A PARTICULAR PURPOSE. THE APC EXPRESS WARRANTIES WILL NOT BE ENLARGED, DIMINISHED, OR AFFECTED BY AND NO OBLIGATION OR LIABILITY WILL ARISE OUT OF APC RENDERING TECHNICAL OR OTHER ADVICE OR SERVICE IN CONNECTION WITH THE PRODUCTS. THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES. THE WARRANTIES SET FORTH ABOVE, CONSTITUTE SOLE LIABILITY OF APC AND YOUR EXCLUSIVE REMEDY FOR ANY BREACH OF SUCH WARRANTIES. APC'S WARRANTIES EXTEND ONLY TO YOU AND ARE NOT EXTENDED TO ANY THIRD PARTIES. IN NO EVENT SHALL APC, ITS OFFICERS, DIRECTORS, AFFILIATES OR EMPLOYEES BE LIABLE FOR ANY FORM OR INDIRECT, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING OUT OF THE USE, SERVICE OR INSTALLATION OF THE PRODUCTS, WHETHER SUCH DAMAGES ARISE IN CONTRACT OR TORT, IRRESPECTIVE OF FAULT, NEGLIGENCE OR STRICT LIABILITY OR WHETHER APC HAS BEEN ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGE.

Warranty Procedures

Labor

- APC will support labor costs if a quality issue is found during start-up that is determined to be caused by workmanship or a factory defect.
- The mechanical contractor that is performing the repairs must call APC technical services to obtain a repair authorization number before any work is started.
- The mechanical contractor must provide detailed information, (photos, start-up sheets) to APC technical services before any repairs are started.
- If any repairs are performed without prior authorization, APC will not pay for any labor cost.
- APC will not support claims for any of the following:
 - Truck rental
 - Travel time
 - Rental on recovery machine and cylinders

- Gas mileage
- Solder, flux, sil-phos, silver solder, and silver solder flux.
- APC will pay for \$2.50 per pound for refrigerant.

To obtain a repair authorization number for a NetworkAIR product, call APC NetworkAIR technical services between 8:00 A.M. and 5:00 P.M. Eastern time, Monday through Friday:

- Phone: (1)(888)695-6500 (USA and Canada, toll free)
- Fax: (1)(401)788-2691

Parts

- APC warrants the parts of their systems for 1 year from the date of start-up or 18 months from the shipping date of the system. This warranty only covers the cost of the part and not the labor for installation.
- Warranty parts requests need to have specific unit information (serial number, model number, job number) to allow proper identification and processing of the warranty part transaction.
- A purchase order may be required to issue any warranty part. An invoice will be sent once a parts order is filled and shipped to the field. You have 30 days to return a part to APC. After 30 days, the warranty invoice will be outstanding and payment of the invoice will be expected in full.
- Return authorization documentation will be sent with any replacement part. This documentation must be sent back with the defective part to APC for proper identification of the warranty return. Mark the warranty return number on the outside of the package.
- After the part has been received at APC, APC will determine the status of the credit based on an examination of the returned part. Parts that are damaged from: lack of maintenance, mis-application, improper installation, shipping damage, and acts of man/nature will not be covered under the parts warranty.
- For any warranty parts request received before 1:00 PM EST, the part will be shipped Same Day Standard Ground delivery. Any costs associated with Next Day or Airfreight will be the responsibility of the party requesting the part.
- Return freight of warranty parts to APC is the responsibility of the party requesting the parts.

To request warranty parts, contact APC NetworkAIR division technical services.

Phone: (888)695-6500

Fax: (401)788-2691

NetworkAIR[™] Sales Scopes of Work



Legendary Reliability™

Rev 3 4/13/2004

APC Global Services

1-Year Extended Warranty

NetworkAIR™ ACPA4000

- Affordable extended coverage

The 1-Year Extended Warranty provides the customer with basic insurance on the NetworkAIR™ ACPA4000 Portable Air Conditioning Unit. This program extends the factory warranty of the unit by 1-year and provides 7 x 24 Telephone Technical Support. With the 1-Year Extended Warranty program the customer is guaranteed next business day delivery of the unit at no extra charge for shipment to and from the customer's site. The 1-Year Extended Warranty can be purchased anytime while the NetworkAIR™ equipment is still within its original warranty period.

- ? 1-Year Extended Warranty with next business day delivery of unit
- ? 7 x 24 Telephone Technical Support

Benefits to Customer:

- Low cost basic insurance providing peace of mind in the unlikely even of a failure
- Assurance of quick delivery of parts or new unit increasing uptime
- No additional shipping costs

Important points:

- ? APC offers the most comprehensive and longest-term warranty program in the industry
- ? Customer must purchase one APC Extended Warranty per unit per year
- ? Does not include on-site labor or travel
- ? Can be purchased to provide 1-year coverage beyond factory warranty. For coverage beyond that timeframe, please contact AGS for assistance
- ? Air filter replacement and condenser cleaning must be performed per the Installation, Operation and Maintenance Manual. A manual is provided with the unit and is available on line at: www.apcc.com
- ? Air filters not included as part of this service. Contact your local reseller or distributor for replacement air filters, part number: [ACPA4000RF](#)
- ? Next Business Day delivery not applicable for all countries, please check availability with your local AGS office
- ? **The Extended Warranty does not cover failures due to improper operation or use of the equipment, lack of maintenance (change or cleaning of filters), and alterations to original design**



Legendary Reliability™

Rev 5 10/14/2003

APC Global Services

Extended Warranty NetworkAIR™

Rack Air Distribution Unit & Rack Air Removal Unit

- Affordable extended coverage

The 1-Year Extended Warranty provides the customer with basic insurance on NetworkAIR™ Rack Air Distribution Units and Rack Air Removal Units. This program extends unit factory warranty by 1-year and provides 7 x 24 Telephone Technical Support. With an Extended Warranty program the customer is guaranteed Next Business Day parts delivery at no extra charge for shipment to and from the customer site. The Extended Warranty can be purchased anytime while the NetworkAIR™ equipment is still within its original warranty period.

- 1-Year Extended Warranty with next business day delivery of unit
- 7 x 24 Telephone Technical Support

Benefits to Customer:

- Low cost basic insurance providing peace of mind in the unlikely even of a failure
- Assurance of quick delivery of parts or new unit increasing uptime
- No additional shipping costs

Important points:

- Customer must purchase one (1) APC Extended Warranty per unit per year
- Does not include on-site labor or travel
- Multiple contracts can be purchased up front for multiple year coverage
- Can be purchased to provide up to a maximum of 3 years coverage beyond factory warranty
- For extended warranty coverage beyond the 3rd year, please contact AGS for assistance
- Next Business Day delivery not applicable for all countries, please check availability with your local AGS office
- **The Extended Warranty does not cover failures due to improper operation or use of the equipment, lack of maintenance (change or cleaning of filters), or alterations to original design**



Legendary Reliability™

Rev 3 04/13/2004

APC Global Services

Extended Warranty

Compressors for NetworkAIR™

- *Affordable extended coverage*

The Extended Warranty provides the customer with compressor basic insurance. This program extends compressor factory warranty by 1-year and provides 7 x 24 Telephone Technical Support. With the Extended Warranty program customers are guaranteed next business day delivery of the replacement compressor at no extra charge for shipment to and from customer site. The Extended Warranty can be purchased anytime while the NetworkAIR™ equipment is still within its original warranty period.

- 1-Year Extended Warranty with next business day delivery of compressor
- 7 x 24 Telephone Technical Support

Benefits to Customer:

- Low cost basic insurance providing peace of mind in the unlikely even of a failure
- Assurance of quick delivery of parts or new unit increasing uptime
- No additional shipping costs

Important Points:

- Not applicable for chilled water units
- Does not include on-site labor or travel
- *Extended Warranty can only be purchased if APC Start-Up Service has been purchased*
- Multiple contracts can be purchased up front for multiple year coverage
- Can be purchased to provide up to a maximum of 5 years coverage beyond factory warranty, for a total of six years of coverage
- For coverage beyond the 6th year, please contact your local AGS office for assistance
- Next Business Day delivery not applicable for all countries, please check availability with your local AGS office
- **Extended Warranty does not cover failure due to improper customer commissioning or Start-Up, improper operation or use of the equipment, lack of maintenance, alterations to original design or a change in location or operating use**



Legendary Reliability™

Rev 4 04/13//2005

APC Global Services

Assembly & Start-Up Service ACPA4000™ Portable Air Conditioning Unit

- Delivers the vital resources, expertise and tools needed to quickly and efficiently implement your NetworkAIR™ ACPA4000

APC's Assembly & Start-Up Service provides customers with APC authorized service personnel to perform the installation and ensure proper Start-Up of your NetworkAIR™ ACPA4000™ Portable Air Conditioning Unit. APC will energize and check functionality of the system in all modes of operation to ensure compliance with stated technical specifications. In all cases, the system must be connected to a proper electrical source with suitable branch over-current protection.

The condenser ducting system will be installed in a removable tile type "Drop Ceiling" application using the ducting materials supplied with the equipment. The condensate removal hosing will be routed to a customer identified drain using the hosing supplied with the equipment. Optional Input / Output wiring from the ACPA4000™ is done by others and not part of the Start-up Scope of work. APC will guarantee that the system is installed and operating according to APC standards and specifications.

- Set in place in accordance with ISX Configuration documents
- Quality inspection of equipment after receiving
- Installation of equipment in accordance with the installation manual
- Install condenser air ducting system into a removable tile type "Drop Ceiling" application
- Route the condensate removal hosing to a customer identified drain
- Verify the incoming voltage
- Proper operation of the condensate removal system
- Verify all modes of operations
- Where applicable the following will be connected and tested:
 - Customer supplied inputs to the unit
 - Configured outputs at the unit
 - Route and connect remote temperature probe
- Configuration of settings and alarms

Benefits to Customer:

- Assurance of proper installation and Start-Up of the equipment
- Confirmation the equipment is performing to specifications
- Train customer support staff on basic operation & required routine maintenance of the equipment
- Assembly & Start-Up Service can be scheduled any time

Important points:

- Customer must purchase one contract for every **two units**
- Please allow for a two-week lead-time in service scheduling
- Does not include:
 - Cables, electrical supply installation, input / output wiring
 - Modification or creation of drain for condensate removal
 - Modification of condenser air ducting system into applications other than removable tile type "Drop Ceiling" applications
- Unit must be kept in an environment that adheres to manufacturer specifications



Legendary Reliability™

Rev 4 10/25/2004

APC Global Services

Assembly & Start-Up Service

Rack Air Removal Unit and Rack Air Distribution Unit

- Delivers the vital resources, expertise and tools needed to quickly and efficiently implement your NetworkAIR™ Rack Air Removal Unit

APC's Assembly & Start-Up Service provides customers with APC authorized service personnel to install and ensure proper Start-Up of the NetworkAIR™ Rack Air Removal Unit. APC will install, energize and check functionality of the system in all modes of operation to ensure compliance with stated technical specifications. In all cases, power must be connected to the rack and the UPS system must be in operation prior to Start-Up of the Rack Air Removal Unit. APC will verify that the system is installed and operating according to APC standards and specifications.

- Visually inspect set up of equipment in accordance with the installation manual
- Mounting and installation of the Rack Air Removal Unit if not installed from factory
- Verify rotation of fans
- Configure and verify settings and alarms
- Set-up of remote monitoring via the APC Environmental Management System, if applicable
- Mount duct kit, if applicable
- Mount smoke detector kit, if applicable
- Train customer support staff on basic operation of the equipment

Benefits to Customer:

- Assurance of proper installation and Start-Up of the equipment
- Confirmation the equipment is performing to specifications
- Assembly & Start-Up Service can be scheduled any time

Important points:

- Customer must purchase one contract for every **two units**
- Please allow for a two-week lead time in service scheduling
- **NOTE: Installation of the NetworkAIR™ Rack Air Removal Unit may require disconnecting the power to the rack**
- Unit must be kept in an environment that adheres to manufacturer specifications



Legendary Reliability™

Start-Up Service**NetworkAIR™**

- Delivers the vital resources, expertise and tools needed to quickly and efficiently implement your NetworkAIR™ solution

APC's Start-Up Service provides customers with APC authorized service personnel to verify proper installation and ensure operationally correct Start-Up of your NetworkAIR™ precision cooling equipment. APC will energize and check functionality of the system in all modes of operation to ensure compliance with stated technical specifications. In all cases, the system must be totally connected to utilities with any field wiring and / or piping completed prior to scheduled Start-Up.

- Visually inspect set up of equipment in accordance with the installation manual
- Verify and record the incoming voltage, amperages and temperatures
- Verify proper rotation of blowers and compressors
- Check system refrigerant charge, record pressures and temperature for refrigeration-based units
- Check setup of the condenser / dry cooler / pump
- Evaluate any alarms for accuracy and repair as needed
- Where applicable the following will be verified:
 - Chilled water valve operation
 - Dehumidification and humidification modes of operation
 - Heat / reheat option
 - Redundant Group Control (RGC)
 - Supervisory operation
- Train customer support staff on basic operation of the equipment

The Start-Up Service is available in two configurations:

- Service visit performed on a 5 x 8 basis, Monday through Friday, 9am to 5pm
- Service visit performed on a 7 x 24 basis, which allows the customer to schedule service outside normal business hours, including weekends and holidays

Benefits to Customer:

- Assurance of proper installation and Start-Up of the equipment
- Confirmation the equipment is performing to specifications
- Upgrade of standard one-year parts warranty to one-year parts, labor and travel

Important points:

- **Start-Up Service is available for FM, FM Chilled Water, AFX, Tech Cool and Chilled Water**
- Customer must purchase one contract per unit
- Start-Up is required to qualify for compressor Extended Warranty and On-Site comprehensive service agreements
- Please allow a two-week lead-time for service scheduling
- Installation Checklist must be completed and returned to APC prior to Start-Up service scheduling
- Agreement does not include refrigerant, cables, electrical installation, field wiring or piping
- Unit must be installed / maintained in an environment that adheres to manufacturer specifications



Legendary Reliability™

Rev 4 4/13/2004

APC Global Services

On-Site Service

NetworkAIR™

- *The right people, the right place, the right time*

This service provides APC authorized service personnel at the customer's location within a specified period of time. Parts, including compressor, labor and travel are all included in this On-Site Service agreement. The On-Site Service from APC is available in four different configurations that allow the customer to determine how quickly APC should arrive on site for an unscheduled visit or emergency situation:

- **1-Year 4 Hour Response On-Site Service**
 - For mission critical environments that require immediate response to service needs. Provides authorized personnel on site within 4 hours from the time that APC Technical Support deems an on site visit is necessary. This response level includes nights, weekends and holidays
- **1-Year Next Day On-Site Service**
 - If deemed necessary, APC will provide authorized personnel on site next day, including weekends and holidays
- **1-Year Next Business Day On-Site Service**
 - If deemed necessary, APC will provide authorized personnel on site next business day. Next business day is defined as Monday through Friday, 9am to 5pm – excluding holidays
- **1-Year On-Site Service with Best Endeavor Response**
 - If deemed necessary, APC will provide authorized personnel on site on a best endeavor response basis during normal business hours

Benefits to Customer:

- Frees customer resources to concentrate on core business objectives
- Varying levels of response time to meet customer's needs
- Security for quick response in an emergency situation

Important Points:

- **IMPORTANT:** *Can only be purchased if an APC Start-Up Service or pre-contract inspection is performed and a quarterly or monthly Preventive Maintenance Service have been purchased*
- Service does not cover failures due to improper commissioning / Start-Up, improper operation or use of equipment, lack of maintenance, alterations to original design or a change in location or operating use
- **LIMITATIONS TO COVERAGE:** *Service does not include scheduling of Preventive Maintenance Visits nor does it cover any field-piping repair*
- This service is available as an upgrade to the standard factory warranty
- Multiple services can be purchased up front for multiple year coverage
- Can be purchased to provide up to a maximum of 10 years coverage (including coverage under factory warranty)
- Unit must be kept in an environment that adheres to manufacturer specifications
- The On-Site Service agreement must be purchased before expiration of unit factory warranty
- On-Site Service not available in all locations. Please consult with your local AGS office for coverage in your area



Legendary Reliability™

Rev 4 4/13/2004

APC Global Services

Preventive Maintenance Service

NetworkAIR™

- Your best defense against downtime

The Preventive Maintenance Service provides 1-year of preventive maintenance on precision cooling equipment to ensure proper operation over time and to ensure the equipment is performing to stated specifications. The Preventive Maintenance Service is available in three basic schedules: Monthly; Quarterly; Semi-Annually. The Preventive Maintenance Service will include the following scopes of work:

On a Monthly basis (M):

- Check belts, filters, Outside Heat Exchanger, humidifier and unit operation
- Visually inspect refrigerant level, if applicable
- Visually inspect for refrigerant leaks or water / glycol system for leaks
- Verify proper condensate removal from drain pan / condensate pump
- Check temperatures for chilled water supply, if applicable
- Verify cleanliness of the Outside Heat Exchanger, clean if required
- Confirm ability to maintain temperature and humidity set-points
- Verify main / control voltages are within design parameters
- Review alarm history and investigate logged alarms

On a Quarterly Basis (Q):

- All services included in the monthly checklist plus:
 - Check and lubricate bearings, if applicable
 - Check compressor operation
 - Check amperages
 - Check condenser operation
 - Check motor mounts pulley / bearing set screws
 - Check different modes of operation (heat / reheat, humidifier / dehumidifier)
 - Replace return air filters
 - Chilled water units: check operation of proportional chilled water valve

On a Semi-Annual Basis (S):

- All services included in the quarterly checklist plus:
 - Check refrigerant pressures / settings
 - Verify operation of water regulation valves
 - Check and test electrical connections
 - Check glycol levels and concentrations
 - Check alarms, controller configuration and controller set points
 - Replace belts and humidifier cylinder, if applicable
 - Verify operation and set-points of APC provided Outside Heat Exchanger and APC provided pump package
 - Confirm operation of Redundant Unit Group operation
 - Clean dust and debris from unit
 - Confirm cleanliness of evaporator coil, clean if required

Please see available maintenance schedule options on next page.



Legendary Reliability™

The following Preventive Maintenance services are available:

Semi-Annual Preventive Maintenance Schedule:

- Two (2) inspections scheduled 6 months apart

Quarterly Preventive Maintenance Schedule:

- Four (4) inspections scheduled 3 months apart

Monthly Preventive Maintenance Schedule (APC recommended maintenance):

- Twelve (12) inspections scheduled each month consisting of eight (8) monthly, two (2) quarterly and two (2) semi-annual scopes of work

Each of the Preventive Maintenance schedules from APC is available in two configurations:

- Service visit performed on a 5 x 8 basis, Monday through Friday, 9am to 5pm
- Service visit performed on a 7 x 24 basis, which allows the customer to schedule service outside normal business hours, including weekends and holidays

Benefits to Customer:

- Ensure availability through preventive maintenance
- Assurance that the NetworkAIR™ precision cooling equipment is performing according to specification
- Optimize lifetime of NetworkAIR™ precision cooling equipment
- Optimize lifetime and availability of equipment supported by precision cooling
- Frees customer resources to concentrate on core business objectives
- Full status of all on-site activities delivered to customer

Important Points:

- Service includes consumables (belts, filters and humidifier cylinder). No other parts, refrigerant or glycol are included
- Includes labor and travel expenses
- Please allow for a two-week lead-time in scheduling
- This service can be ordered as a stand-alone maintenance plan or in conjunction with any APC NetworkAIR™ On-Site service agreement or extended warranty
- Any anomalies noted during the maintenance visit will be immediately investigated and the resolution or recommendation documented and submitted to the customer
- If precision cooling equipment is not covered by an APC on-site service agreement, items that require repair action will include a "statement of work" to assist the customer in obtaining price quotations for necessary repair

NetworkAir[™] Service SKUs:

APC Part Number	Description
Services	
Extended Warranty	
WEXTWAR1YR-AX-01	1 Year Extended Warranty for 3-10 kW Compressors
WEXTWAR1YR-AX-02	1 Year Extended Warranty for 14-30 kW Compressors
WEXTWAR1YR-AX-04	1 Year Extended Warranty for 50-70 kW Compressors
WEXTWAR1YR-AX-05	1 Year Extended Warranty for 90-98 kW Compressors
WEXTWAR1YR-AX-10	1 Year Extended Warranty for NetworkAIR Air Distribution Unit
WEXTWAR1YR-AX-11	1 Year Extended Warranty for NetworkAIR Air Removal Unit
WEXTWAR1YR-AX-12	1 Year Extended Warranty for NetworkAIR ACPA4000
Installation Services	
WASSEM-AX-10	Scheduled Assembly and Start-Up Service for 1-2 Air Distribution Units
WASSEM-AX-11	Scheduled Assembly and Start-Up Service for up to two Air Removal Units (ARU)
WASSEM-AX-12	Scheduled Assembly and Start-Up Service for up to two ACPA4000 units
WASSEM-AX-20	Scheduled Assembly of Hot Aisle Enclosure Kit Specific Components, 10-14 Rack Positions
WASSEM-AX-21	Scheduled Assembly of Hot Aisle Enclosure Kit Specific Components, 2 Additional Rack Positions
WSTRTUP5X8-AX-20	Start-Up Service 5X8 for NetworkAIR CW
WSTRTUP5X8-AX-21	Start-Up Service 5X8 for NetworkAIR CW 11-27 kW
WSTRTUP5X8-AX-22	Start-Up Service 5X8 for NetworkAIR CW 28-87 kW
WSTRTUP5X8-AX-23	Start-Up Service 5X8 for NetworkAIR CW >87 kW
WSTRTUP5X8-AX-30	Start-Up Service 5X8 for NetworkAIR CM A/W/G/PC
WSTRTUP5X8-AX-31	Start-Up Service 5X8 for NetworkAIR CM A/W/G/PC with OHE
WSTRTUP5X8-AX-40	Start-Up Service 5X8 for NetworkAIR FM A/W/G/PC 0-27 kW
WSTRTUP5X8-AX-41	Start-Up Service 5X8 for NetworkAIR FM A/W/G/PC 0-27 kW with OHE
WSTRTUP5X8-AX-42	Start-Up Service 5X8 for NetworkAIR FM A/W/G/PC 28-35 kW
WSTRTUP5X8-AX-43	Start-Up Service 5X8 for NetworkAIR FM A/W/G/PC 28-35 kW with OHE
WSTRTUP5X8-AX-44	Start-Up Service 5X8 for NetworkAIR FM A/W/G/PC >35 kW
WSTRTUP5X8-AX-45	Start-Up Service 5X8 for NetworkAIR FM A/W/G/PC >35 kW with OHE
WSTRTUP7X24-AX-20	Start-Up Service 7X24 for NetworkAIR CW
WSTRTUP7X24-AX-21	Start-Up Service 7X24 for NetworkAIR CW 11-27 kW
WSTRTUP7X24-AX-22	Start-Up Service 7X24 for NetworkAIR CW 28-87 kW
WSTRTUP7X24-AX-23	Start-Up Service 7X24 for NetworkAIR CW >87 kW
WSTRTUP7X24-AX-30	Start-Up Service 7X24 for NetworkAIR CM A/W/G/PC
WSTRTUP7X24-AX-31	Start-Up Service 7X24 for NetworkAIR CM A/W/G/PC with OHE
WSTRTUP7X24-AX-40	Start-Up Service 7X24 for NetworkAIR FM A/W/G/PC 0-27 kW
WSTRTUP7X24-AX-41	Start-Up Service 7X24 for NetworkAIR FM A/W/G/PC 0-27 kW with OHE
WSTRTUP7X24-AX-42	Start-Up Service 7X24 for NetworkAIR FM A/W/G/PC 28-35 kW
WSTRTUP7X24-AX-43	Start-Up Service 7X24 for NetworkAIR FM A/W/G/PC 28-35 kW with OHE
On Site Service	
WONSITENBD-AX-20	1 Year Next Business Day On-Site Service for NetworkAIR CW
WONSITENBD-AX-21	1 Year Next Business Day On-Site Service for NetworkAIR CW 11-27 kW
WONSITENBD-AX-22	1 Year Next Business Day On-Site Service for NetworkAIR CW 28-87 kW
WONSITENBD-AX-23	1 Year Next Business Day On-Site Service for NetworkAIR CW >87 kW
WONSITENBD-AX-30	1 Year Next Business Day On-Site Service for NetworkAIR CM A/W/G/PC
WONSITENBD-AX-31	1 Year Next Business Day On-Site Service for NetworkAIR CM A/W/G/PC with OHE
WONSITENBD-AX-40	1 Year Next Business Day On-Site Service for NetworkAIR FM A/W/G/PC 0-27 kW
WONSITENBD-AX-41	1 Year Next Business Day On-Site Service for NetworkAIR FM A/W/G/PC 0-27 kW with OHE

WONSITENBD-AX-42	1 Year Next Business Day On-Site Service for NetworkAIR FM A/W/G/PC 28-35 kW
WONSITENBD-AX-43	1 Year Next Business Day On-Site Service for NetworkAIR FM A/W/G/PC 28-35 kW with OHE
WONSITENBD-AX-45	1 Year Next Business Day On-Site Service for NetworkAIR FM A/W/G/PC >35 kW with OHE
WUPG4HR-AX-00	1 Year 4HR On-Site Service Response Upgrade to Existing On-Site Service Warranty
WUPGND-AX-00	1 Year Next Day On-Site Service Response Upgrade to Existing On-Site Service Warranty
WUPGONSITEFW-AX-00	NBD On-Site Service Upgrade to Factory Warranty
Preventive Maintenance	
WMPMV5X8-AX-20	Monthly Preventative Maintenance 5X8 for NetworkAIR CW >11 kW
WMPMV5X8-AX-21	Monthly Preventative Maintenance 5X8 for NetworkAIR CW 11-27 kW
WMPMV5X8-AX-22	Monthly Preventative Maintenance 5X8 for NetworkAIR CW 28-87 kW
WMPMV5X8-AX-23	Monthly Preventative Maintenance 5X8 for NetworkAIR CW >87 kW
WMPMV5X8-AX-30	Monthly Preventative Maintenance 5X8 for NetworkAIR CM A/W/G/PC
WMPMV5X8-AX-31	Monthly Preventative Maintenance 5X8 for NetworkAIR CM A/W/G/PC with OHE
WMPMV5X8-AX-40	Monthly Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC 0-27 kW
WMPMV5X8-AX-41	Monthly Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC 0-27 kW with OHE
WMPMV5X8-AX-42	Monthly Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC 28-35 kW
WMPMV5X8-AX-43	Monthly Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC 28-35 kW with OHE
WMPMV5X8-AX-44	Monthly Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC >35 kW
WMPMV5X8-AX-45	Monthly Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC >35 kW with OHE
WQPMV5X8-AX-20	Quarterly Preventative Maintenance 5X8 for NetworkAIR CW
WQPMV5X8-AX-21	Quarterly Preventative Maintenance 5X8 for NetworkAIR CW 11-27 kW
WQPMV5X8-AX-22	Quarterly Preventative Maintenance 5X8 for NetworkAIR CW 28-87 kW
WQPMV5X8-AX-23	Quarterly Preventative Maintenance 5X8 for NetworkAIR CW >87 kW
WQPMV5X8-AX-30	Quarterly Preventative Maintenance 5X8 for NetworkAIR CM A/W/G/PC
WQPMV5X8-AX-31	Quarterly Preventative Maintenance 5X8 for NetworkAIR CM A/W/G/PC with OHE
WQPMV5X8-AX-40	Quarterly Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC 0-27 kW
WQPMV5X8-AX-41	Quarterly Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC 0-27 kW with OHE
WQPMV5X8-AX-42	Quarterly Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC 28-35 kW
WQPMV5X8-AX-43	Quarterly Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC 28-35 kW with OHE
WQPMV5X8-AX-44	Quarterly Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC >35 kW
WQPMV5X8-AX-45	Quarterly Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC >35 kW with OHE
WQPMV7X24-AX-22	Quarterly Preventative Maintenance 7X24 for NetworkAIR CW 28-87 kW
WSPMV5X8-AX-20	Semi-Annual Preventative Maintenance 5X8 for NetworkAIR CW
WSPMV5X8-AX-21	Semi Annual Preventative Maintenance 5X8 for NetworkAIR CW 11-27 kW
WSPMV5X8-AX-22	Semi-Annual Preventative Maintenance 5X8 for NetworkAIR CW 28-87 kW
WSPMV5X8-AX-23	Semi-Annual Preventative Maintenance 5X8 for NetworkAIR CW >87 kW
WSPMV5X8-AX-30	Semi-Annual Preventative Maintenance 5X8 for NetworkAIR CM A/W/G/PC
WSPMV5X8-AX-31	Semi-Annual Preventative Maintenance 5X8 for NetworkAIR CM A/W/G/PC with OHE
WSPMV5X8-AX-40	Semi-Annual Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC 0-27 kW
WSPMV5X8-AX-41	Semi-Annual Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC 0-27 kW with OHE
WSPMV5X8-AX-42	Semi-Annual Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC 28-35 kW
WSPMV5X8-AX-43	Semi-Annual Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC 28-35 kW with OHE
WSPMV5X8-AX-44	Semi-Annual Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC >35 kW
WSPMV5X8-AX-45	Semi-Annual Preventative Maintenance 5X8 for NetworkAIR FM A/W/G/PC >35 kW with OHE
WSPMV7X24-AX-22	Semi-Annual Preventative Maintenance 7X24 for NetworkAIR CW 28-87 kW

APC Power Generation Systems

InfraStruXure Power Generation Systems Quick Reference:

InfraStruXure Power Generation
<i>Stand By Power Generation - Take your run time requirements from minutes to days. ATS with Power Distribution – Manages and delivers redundant power paths to the InfraStruXure system.</i>
Range: Stand By Power Generation: 80kW, 125kW and 200kW ATS with Power Distribution: 250Amp, 400Amp and 800Amp
Application: Stand by power generation and power distribution protection for data centers, facilities, and high availability applications
Services available: Start Up Service Battery Replacement, Coolant Replacement, Belts and Hoses Replacement Services Onsite Service (response times dependent upon regional availability) Preventive Maintenance Visit
Important notes: Individual services for Generator and ATS No Extended Warranty (parts only coverage) available Purchase of an APC Certified Start Up upgrades factory warranty to include on site service at Next Business Day Response time OnSite Service available for Stand By Generator for a maximum of five years

InfraStruXure Power Generation Systems Standard Warranty:

APC warrants that all components of the InfraStruXure system will be free from defect in material and workmanship for a period of two years from the date of start up when start up has been performed by APC authorized service personnel*. If assembly services are included in the original purchase and are also performed by APC authorized service personnel, APC offers an additional year of parts warranty and the first year of on site coverage at no additional charge. In the event that the system fails to meet the forgoing warranty, APC shall repair or replace, at its sole discretion, any such defective parts. Under this warranty, APC will ship all parts to your site at no cost to be available for you the next business day after APC is notified of this requirement. If you choose to upgrade the system to include an on site contract, APC offers modular service packages to match your needs.

Each point product incorporated into the system has a separate factory warranty that is applied when sold as a standalone unit. When incorporated into an InfraStruXure solution, the unit will be covered by the InfraStruXure warranty. In cases where one warranty favors the customer over the other, the stronger of the two warranties will take precedence. The InfraStruXure factory warranty covers only those parts appearing on the bill of materials for that solution. Megawatt UPS systems are not covered under the InfraStruXure factory warranty.

*All warranties are null and void unless startup is performed by authorized an APC Global Services service center.

APC SHALL NOT BE LIABLE UNDER THIS WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSE THAT THE ALLEGED DEFECT IN THE PRODUCT DOES NOT EXIST OR WAS CAUSED BY PURCHASER'S OR ANY THIRD PERSON'S MISUSE, NEGLIGENCE, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO REPAIR OR MODIFY, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING OR OTHER HAZARD.

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, OF PRODUCTS SOLD, SERVICED OR FURNISHED UNDER THIS AGREEMENT OR IN CONNECTION HEREWITH. APC DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTION AND FITNESS FOR A PARTICULAR PURPOSE. APC'S EXPRESS WARRANTIES WILL NOT BE ENLARGED, DIMINISHED, OR AFFECTED BY AND NO OBLIGATION OR LIABILITY WILL ARISE OUT OF, APC'S RENDERING OF TECHNICAL OR OTHER ADVICE OR SERVICE IN CONNECTION WITH THE PRODUCTS. THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES. THE WARRANTIES SET FORTH ABOVE. CONSTITUTE APC'S SOLE LIABILITY AND PURCHASER' EXCLUSIVE REMEDY FOR ANY BREACH OF SUCH WARRANTIES. APC'S WARRANTIES RUN ONLY TO PURCHASER AND ARE NOT EXTENDED TO ANY THIRD PARTIES.

IN NO EVENT SHALL APC, ITS OFFICERS, DIRECTORS, AFFILIATES OR EMPLOYEES BE LIABLE FOR ANY FORM OF INDIRECT, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, ARISING OUT OF THE USE, SERVICE OR INSTALLATION, OF THE PRODUCTS, WHETHER SUCH DAMAGES ARISE IN CONTRACT OR TORT, IRRESPECTIVE OF FAULT, NEGLIGENCE OR STRICT LIABILITY OR WHETHER APC HAS BEEN ADVISED IN ADVANCE OF THE POSSIBLY OF SUCH DAMAGES.

Power Generation Systems Sales Scopes of Work

Start-Up Service InfraStruXure^â Automatic Transfer Switch

- Delivers the vital resources, expertise and tools needed to quickly and efficiently implement your APC solution

Working closely with the electrician on-site, the APC authorized service personnel will ensure that the wiring to and from the system is installed correctly. APC will energize and check functionality of the solution in all modes to ensure compliance with stated technical specifications.

- Perform visual inspection of InfraStruXure™ Automatic Transfer Switch (ATS) equipment to ensure that all connections are properly fixed and tight
- Energize unit and perform a comprehensive diagnostic and self test
- Verify:
 - That wiring is correct and document any discrepancies
 - That all internal functions are operating according to defined InfraStruXure™ specifications
 - That InfraStruXure™ ATS manual and automatic functions are operating properly
 - All monitoring and control functions are within defined InfraStruXure™ specifications, where applicable
 - System output and transfer characteristics are within defined InfraStruXure™ specifications
- Record all front panel reading and parameter stacks
- Train customer support staff on basic operation of the InfraStruXure™ ATS

Benefits to Customer:

- Assurance of proper installation, extending product life
- Coordination for start up and testing of InfraStruXure components ensures complete NCPI system integrity
- ATS will be performing to specifications for increased availability

Important points:

- Start Up Service is available for anytime scheduling
- Allow for a two week lead time in service scheduling
- APC does not cut any holes in the tiles, walls or floors associated with installation of InfraStruXure™
- A safety barrier will be required any time energized electrical conductors, bus bars or terminals are exposed
- Unit must be kept in an environment that adheres to manufacturer specifications

Start-Up Service

InfraStruXure^ä Power Generation

- Delivers the vital resources, expertise and tools needed to quickly and efficiently implement your APC solution

Working closely with the electrician on-site, the APC authorized service personnel will ensure that the wiring to and from the system is installed correctly. APC will energize and check functionality of the solution in all modes to ensure compliance with stated technical specifications.

- Perform visual inspection of InfraStruXure™ Generator and Automatic Transfer Switch (ATS) equipment to ensure that all connections are properly fixed and tight
- Install generator starting battery
- Energize unit and perform a comprehensive diagnostic and self test
- Verify:
 - That wiring is correct and document any discrepancies
 - That all internal functions are operating according to defined InfraStruXure™ specifications
 - That InfraStruXure™ Generator and ATS manual and automatic functions are operating properly
 - All monitoring and control functions are within defined InfraStruXure™ specifications, where applicable
 - System output and transfer characteristics are within defined InfraStruXure™ specifications
- Record all front panel reading and parameter stacks
- Clean system
- Train customer support staff on basic operation of the InfraStruXure™ Power Generation system

Benefits to Customer:

- Assurance of proper installation, extending product life
- Coordination for start up and testing of InfraStruXure components ensures complete NCPI system integrity
- Power Generation system will be performing to specifications for increased availability

Important points:

- Diesel fuel not included, must be obtained locally by customer
- Start Up Service is available for anytime scheduling
- Allow for a two week lead time in service scheduling
- APC does not cut any holes in the tiles, walls or floors associated with installation of InfraStruXure™
- A safety barrier will be required any time energized electrical conductors, bus bars or terminals are exposed
- All ISX components must be completely installed prior to FSE arrival onsite
- Unit must be kept in an environment that adheres to manufacturer specifications

Preventive Maintenance

InfraStruXure^â Power Generation

- Your best defense against downtime

The Generator Inspection, Full Service Preventive Maintenance (PM) and Automatic Transfer Switch (ATS) Preventive Maintenance Service include limited consumables, comprehensive visual, environmental and electronic inspection of the InfraStruXure™ solution. The services are available for any time scheduling. Three quarterly inspections, and one annual full service preventive maintenance are included for the generator and one annual PM on the ATS. This service is aimed at maximizing data center uptime by ensuring that the InfraStruXure™ components are performing to defined technical and environmental specifications.

Generator Inspection Service

- Three visits per year on a quarterly basis.
- Verify that system environment is within specified conditions
- Check Engine Generator for leaks, engine oil level & pressure.
- Check Cooling System, Air Intake System, Fuel System, Exhaust System and Electrical System
- Written summary report

Generator Full Service Preventive Maintenance

- One visit per year includes all checks in the Generator Inspection Service plus;
- Once per year replace engine oil and oil filter. Change fuel filter, coolant filter, water separator filter, float tank breather element. Check antifreeze and additive concentration, grease bearings. Change air filter every two years.
- Fuel and oil contamination testing
- Other major consumables such as belts, hoses, coolant change and battery replacement covered by an additional service. The replacement cycle for these items depend on use and environment.
- Written summary report

Generator Supplemental Consumables

In addition to the Full Service Preventive Maintenance for your generator, there are several other major consumables that should be replaced on a scheduled basis to avoid unexpected downtime and maintain factory warranty status. APC recommends that these consumables be replaced every two years in conjunction with a Full Service or Inspection Service. Although, variations in your environment or operating conditions may effect the replacement cycle time. Supplemental Consumables include:

- Starting battery replacement
- Generator coolant replacement
- Belts and hose replacement

ATS Preventive Maintenance

- One visit per year coordinated with the Generator Full Service Preventive Maintenance
- Measure and record all power, control and monitoring functions of the ATS
- Visually inspect power, control and monitoring components for signs of overheating or other damage
- Exercise ATS in manual and automatic modes of operation in conjunction with generator operation.
- Verify all Powerview, Generator and ATS settings



Benefits to Customer:

- Ensure availability through preventive maintenance
- Assurance that power generation system will be performing according to manufacturer specifications
- Optimized capital expenditures by increasing the lifetime of your data center infrastructure

Important Points:

- ? Preventive Maintenance Visit is available for any time scheduling
- ? Includes labor and travel expenses
- ? Does not include repair parts
- ? Allow a two week lead time in service scheduling
- ? This service can be ordered as a stand-alone visit or in conjunction with any service agreement from APC
- ? Additional visits can be purchased for the same system if more than one Preventive Maintenance Visit per year is desired
- ? **If system cannot be shut down and locked out, a minimum of input / output terminal block temperatures will be verified by infrared temperature probe. If this test determines terminal block temperatures are outside manufacturer tolerances, the system will require complete shutdown for corrective action**
- ? **NOTE: APC strongly recommends that the system be totally shut down in order to complete a full preventive maintenance check**

APC DC Network Solutions

DC Network Solutions Quick Reference:

DC Network Solutions
<i>Proven, reliable DC power system, designed for any application.</i>
Range: 10 Amps – 9600 Amps
Application: Wireless, cellular, cable and telecommunications applications
Services available: Extended Warranty Start-Up Service Onsite Service Preventive Maintenance Visit
Important notes: Must purchase one service contract per system / external battery system Maximum of ten years of coverage from manufacture date available Extended service contracts must be purchased before expiration of factory warranty

DC Network Solutions Sales Scopes of Work



Legendary Reliability™

Start-Up Service**DC Network Solutions****- Ensure proper Start-Up and functionality of DCN Power Systems**

APC's Start-Up Service provides customers with APC Authorized Personnel to check the installation and ensure proper Start-Up of DCN Power Systems. APC will energize and check functionality of the system in all modes to ensure compliance with stated technical specifications. In all cases, the system must be electrically installed prior to the Start-Up. APC will guarantee that the system is installed and operating according to APC standards and specifications.

- Perform visual and mechanical inspection of DCN power equipment and associated internal batteries if applicable
- Verify:
 - Wiring is correct
 - All electrical wiring to and from the APC DCN supplied equipment complies with all local and national electrical codes and regulations
 - All electrical wiring to and from the APC DCN supplied equipment complies with all local and national electrical fire, building, and mechanical standards, codes and regulations
- Start-up of the DCN power system in accordance with relevant APC procedures
- Set all voltage levels and alarm thresholds
- Check operation of all alarms
- Record all static readings
- Train customer support staff on basic operation of the DCN power system

The Start-Up Service is available in two configurations:

- Performed on a 5 x 8 basis, within normal business hours
- Performed on a 7 x 24 basis, may be performed outside normal business hours, including nights, weekends and holidays

Benefits to Customer:

- Assurance of proper and safe installation
- Local and national code compliance
- The DCN power system will be performing to manufacturer specifications
- Training of support staff on proper use

Important points:

- Separate contracts must be purchased for each separate DC system
- Please allow for a two week lead time in service scheduling
- Does not include cables, electrical installation or wiring
- Unit must be kept in an environment that adheres to manufacturer specifications



Legendary Reliability™

APC Global Services

1-Year On-Site Service**DC Network Solutions****- Quick on-site support for mission critical environments.**

This service offering from APC includes 1-year on-site repair service on DCN power systems. System cabinets / racks, labor and travel are all included in the on-site service contract. Additionally, this contract includes 7 x 24 Telephone Technical Support. On-Site response to service calls on rectifiers will apply if the rectifiers are still in warranty or if they are covered by the 1-Year Extended Warranty from APC. The on-site service from APC is available in four different configurations that allow the customer to determine how quickly APC should arrive on-site for an unscheduled visit or emergency situation:

- **1-Year Best Endeavor On-Site Service**
 - Provides a basic level of protection on the DCN power system. APC will provide authorized personnel on-site at Best Endeavor.
- **1-Year Next Business Day On-Site Service**
 - APC will provide authorized personnel on-site Next Business Day. The Next Business Day is defined as the next day of normal business hours. The service request must be placed within defined local business hours.
- **1-Year Next Day On-Site Service**
 - APC will provide authorized personnel on-site Next Day, including weekends and holidays. The service request can be placed at any hour. *(Not available in all locations. Please check with your local APC office for availability)*
- **1-Year 4 Hour Response On-Site Service**
 - For mission critical environments that require immediate response to a service call. APC will provide authorized personnel on-site within 4 hours from the point APC Technical Support deems an on-site visit is necessary. This response level includes nights, weekends and holidays. *(Not available in all locations. Please check with your local APC office for availability)*

Benefits to Customer:

- 4 Hour and Next Day response option not available in all regions. Please consult your local AGS representative for availability.
- Customer resources free to concentrate on core business focuses
- Level of On-Site response time is determined by customer needs and desired level of availability
- Security for quick response in an emergency situation
- Maximum flexibility for designing a service contract to meet customer needs
- Security against unplanned outage of critical systems

Important Points:

- The On-Site Service contract must be purchased before expiration of unit factory warranty
- **IMPORTANT:** *Can only be purchased if a minimum of one Preventative Maintenance Visit a year has been purchased*
- **IMPORTANT:** *System frame / rack frame, labor and travel expenses are included. Rectifiers are to be covered under the 1-Year Extended Warranty. On-Site response to service calls on rectifiers applies if the rectifiers are still within factory warranty or if they are covered by a 1-Year Extended Warranty.*
- Separate contracts must be purchased for external battery systems
- Applicable for in-warranty systems also. Can be purchased to provide up to a maximum of 10 years coverage (2 years for in-warranty systems + 8 years for out-of-warranty systems)
- Unit must be kept in an environment that adheres to manufacturer specifications



Legendary Reliability™

APC Global Services

Preventative Maintenance Visit**DC Network Solutions****- Maximize system uptime through preventative maintenance**

The Preventative Maintenance Visit includes a visual, mechanical and electronic inspection of the DCN power system to ensure that the system is performing to all defined technical and environmental manufacturer specifications. Each Preventive Maintenance Visit will include:

- Verification that the DCN power system environment is within specified conditions
- A check of the DCN power system event log for any alarm activity and record log details if necessary
- Verify the proper operation of fans where appropriate
- Conduct a thorough visual inspection
- Conduct an infrared thermal scan of the system
- Calibration of panel meters
- Adjustment of voltages where required
- Ensure correct load sharing of rectifier / chargers
- Clean equipment
- Check all electrical connections including bonding and grounding conductors
- Test any local and / or remote alarming
- Record all relevant voltage and current values and any anomalies found

The Preventative Maintenance Visit from APC is available in two configurations:

- Performed on a 5 x 8 basis, during normal business hours.
- Performed on a 7 x 24 basis. This service allows the customer to schedule the visit outside normal business hours, including nights, weekends and holidays

Benefits to Customer:

- Maximize uptime through Preventative Maintenance
- Improved network reliability
- Assurance that the DCN power system will be performing according to manufacturer specifications
- Security against unplanned outage of critical systems
- Optimize lifetime of DCN power system
- Commonality of methodology in procedures and reporting across the network
- Customer resources free to concentrate on core business focus
- Full status of all on-site activities delivered to customer

Important points:

- Does not include parts
- Includes labor and travel expenses
- Separate Preventative Maintenance contracts must be purchased for external batteries
- Allow for a two week lead time in Preventative Maintenance Visit scheduling
- This service can be ordered as a stand-alone visit or in conjunction with any APC DCN On-Site service contract. Additional visits can be purchased for the same system, if more than one Preventative Maintenance Visits required per year
- Any anomalies noted as the result of Preventive Maintenance Visit will be immediately investigated and the resolution or recommendation documented and submitted to the customer. Those items that require repair action will include a "statement of work" to assist the customer in obtaining price quotations for the necessary repair, in case the DC power system is not covered by an APC On-Site service contract and / or Extended Warranty



Legendary Reliability™

APC Global Services

External Battery Start-Up Service**DC Network Solutions****- External battery Start-Up for DC systems**

The External Battery Start-Up Service provides customers with APC Authorized Personnel to energize the battery and check that the operation of the battery system is in compliance with manufacturer specifications. The External Battery Start-Up Service will be performed in conjunction with the DC power system Start-Up. The Start-Up will include the following:

- Check the mechanical and physical integrity of the battery system
- Check the electrical wiring of the battery system
- Physical check of each battery cell or module
- Documentation of all pertinent data including serial and batch numbers and date codes
- Check open circuit voltage of each battery cell or monoblock
- Connection of power to the battery from the power system
- Creation of base-line data such as temperature and charge current
- Setting correct float and equalize voltages and measurement of individual cell voltages
- Measurement of power system voltage drop
- Measurement of ohmic resistance of each individual cell or monoblock

The scheduling of External Battery Start-Up Service depends on the scheduling terms defined in the DCN system Start-Up contract, which is available in two configurations:

- Performed on a 5 x 8 basis, within normal business hours
- Performed on a 7 x 24 basis. The battery Start-Up allows the customer to schedule the visit outside normal business hours, including nights, weekends and holidays

Benefits to Customer:

- Assurance of proper installation
- Assurance that the batteries will be performing according to manufacturer specifications
- Establishment of base-line data for warranty purposes

Important Points:

- Available for external batteries for DCN systems only
- Available for APC approved batteries only: Power Battery, C&D, EnerSys, GNB, Exide, Douglas, Hawker, and Panasonic. For other batteries contact AGS for assistance
- Not applicable for Vented Lead-Acid (wet cell) batteries. Please contact AGS for assistance
- Does not include any wiring
- *Requirements: Must purchase Start-Up Service for the DCN system*
- Battery Start-Up Service will be performed in conjunction with the DCN power system Start-Up
- Please allow for a two week lead time in service scheduling
- Batteries must be kept in an environment that adheres to manufacturer specifications



Legendary Reliability™

APC Global Services

External Battery On-Site Service**DC Network Solutions****- On-site support for external battery solutions.**

This service offering from APC includes 1-year on-site repair service on external battery solutions to ensure optimal battery lifetime and performance. The service includes: 1 Year On-site repair on APC approved external batteries that are part of an APC DCN power protection solution; batteries, labor and travel expenses.

- 1 Year On-Site repair service, including batteries, labor and travel.
- The response time to on-site service calls for the External Battery On-Site Service depends on the response time of the DCN power equipment, for which 4 different response levels are available (Please see DC On-Site Service description for details):
 - **Best Endeavor On-Site Response**
 - **Next Business Day On-Site Response**
 - **Next Day On-Site Response**
 - (Not available in all locations. Please check with your local APC office for availability)
 - **4-Hour On-Site Response**
 - (Not available in all locations. Please check with your local APC office for availability)

Benefits to Customer:

- Customer resources free to concentrate on core business focuses
- Security against unplanned outage of critical systems
- Optimize lifetime of DCN Power System
- Consistent pricing beyond the period of the standard APC DCN warranty, up to a period of 5 years, providing visibility of future costs
- Full status on all on-site activities delivered to customer
- Assurance that the batteries will be performing according to specifications

Important Points:

- Must purchase one on-site service contract per external battery string
- *IMPORTANT: Can only be purchased if the following APC services have been purchased with the system: On-Site Service for the DCN power system and one Preventative Maintenance Visit a year on the external batteries*
- The On-Site Service contract must be purchased before expiration of DCN factory warranty
- Parts, internal batteries, labor and travel expenses are included
- Replacement of faulty batteries, not necessarily carried out on day of initial service call
- Available for APC approved batteries only: Power Battery, C&D, EnerSys, GNB, Exide, Douglas, Hawker, and Panasonic. For other batteries contact AGS for assistance
- Batteries must be kept in an environment that adheres to battery manufacturer environmental specifications



Legendary Reliability™

Rev 7 10/7/2003

APC Global Services

External Battery Preventative Maintenance Visit

DC Network Solutions

- Proactive maintenance for external battery systems

This service includes one Preventative Maintenance Visit on external batteries to ensure proper operation over time and that the batteries are performing according to manufacturer specifications. The External Battery Preventative Maintenance Visit is available for APC approved external batteries that are part of an APC DCN power protection solution. Labor and travel expenses are included in the visit. The Preventive Maintenance visit will include the following:

- Visual inspection of battery system setup
- Mechanical inspection and torque of all battery intercell connections
- Battery cell internal ohmic measurements.
- Battery system intercell connector resistance test, impedance / conductance test
- Thermal scan of battery and check of battery pilot cell and negative terminal temperature
- Measurements of battery float currents
- Measurement of AC voltage ripple and AC current ripple
- Clean system
- Recommendations to customer with regards to replacement of battery cells or strings that may be out of tolerance when this service is not combined with an External Battery On-Site service contract

The External Battery Preventative Maintenance Visit is available in two configurations:

- Performed on a 5 x 8 basis, within normal business hours
- Performed on a 7 x 24 basis. This visit allows the customer to schedule this service outside normal business hours, including nights, weekends and holidays

Benefits to Customer:

- Extended battery life due to preventative maintenance
- Longer lifetime of the power system
- Assurance that the batteries will be performing according to manufacturer specifications
- Full status of all on-site activities delivered to customer
- History of battery maintenance for warranty purposes
- Predictive failure analysis to assist with replacement budgeting
- Maximum uptime due to proactive battery replacement of any batteries out of defined tolerance *when combined* with an APC External Battery On-Site Service Program

Important Points:

- The Preventative Maintenance Visit will be performed at the same time as the power system Preventative Maintenance Visit, whenever applicable
- Available for APC approved batteries only: Power Battery, C&D, EnerSys, GNB, Exide, Douglas, Hawker, and Panasonic
- Not applicable for Vented Lead-Acid (wet cell) batteries. Please contact AGS for assistance
- Separate contracts must be purchased for each external battery string

AGS Product Guide



DC Network Solutions Service SKUs:

APC SKU	Description
Product Based Services	
Extended Warranty	
WEXTWAR1YR-DC-10	1 YEAR EXTENDED WARRANTY
WEXTWAR1YR-DC-11	1 YEAR EXTENDED WARRANTY
WEXTWAR1YR-DC-12	1 YEAR EXTENDED WARRANTY
WEXTWAR1YR-DC-13	1 YEAR EXTENDED WARRANTY
WEXTWAR1YR-DC-14	1 YEAR EXTENDED WARRANTY
WEXTWAR1YR-DC-15	1 Year Extended Warranty
WEXTWAR1YR-DC-16	1 YEAR EXTENDED WARRANTY
Installation Services During Normal Business Hours	
WSTRTUP5X8-DC-10	Start-Up Service 5X8
WSTRTUP5X8-DC-11	START -UP SERVICE 5X8
WSTRTUP5X8-DC-12	START -UP SERVICE 5X8
WSTRTUP5X8-DC-13	START -UP SERVICE 5X8
WSTRTUP5X8-DC-14	START -UP SERVICE 5X8
WSTRTUP5X8-DC-15	START -UP SERVICE 5X8
WSTRTUP5X8-DC-16	START -UP SERVICE 5X8
Installation Services Outside Normal Business Hours	
WSTRTUP7X24-DC-10	START -UP SERVICE 7X24
WSTRTUP7X24-DC-11	START -UP SERVICE 7X24
WSTRTUP7X24-DC-12	START -UP SERVICE 7X24
WSTRTUP7X24-DC-13	START -UP SERVICE 7X24
WSTRTUP7X24-DC-14	START -UP SERVICE 7X24
WSTRTUP7X24-DC-15	START -UP SERVICE 7X24
WSTRTUP7X24-DC-16	START -UP SERVICE 7X24
On Site Service 4 HOUR RESPONSE	
WONSITE4HR-DC-11	1 Year 4 Hr Response On-site Service
WONSITE4HR-DC-12	1 Year 4 Hr Response On-site Service
WONSITE4HR-DC-13	1 Year 4 Hr Response On-site Service
WONSITE4HR-DC-14	1 Year 4 Hr Response On-site Service
On Site Service NEXT DAY RESPONSE	
WONSITEND-DC-10	1 Year Next Day On-site Service
WONSITEND-DC-11	1 Year Next Day On-site Service
WONSITEND-DC-12	1 Year Next Day On-site Service
WONSITEND-DC-13	1 Year Next Day On-site Service
WONSITEND-DC-14	1 Year Next Day On-site Service
WONSITEND-DC-15	1 Year Next Day On-site Service
WONSITEND-DC-16	1 Year Next Day On-site Service
On Site Service NEXT BUSINESS DAY RESPONSE	
WONSITENBD-DC-10	1 Year Next Business Day On-site Service
WONSITENBD-DC-11	1 Year Next Business Day On-site Service
WONSITENBD-DC-12	1 Year Next Business Day On-site Service
WONSITENBD-DC-13	1 Year Next Business Day On-site Service
WONSITENBD-DC-14	1 Year Next Business Day On-site Service
WONSITENBD-DC-15	1 Year Next Business Day On-site Service
WONSITENBD-DC-16	1 Year Next Business Day On-site Service
Preventive Maintenance During Normal Business Hours	
WPMV5X8-DC-10	Preventative Maintenance Visit 5X8

AGS Product Guide



WPMV5X8-DC-11	Preventative Maintenance Visit 5X8
WPMV5X8-DC-12	Preventative Maintenance Visit 5X8
WPMV5X8-DC-13	Preventative Maintenance Visit 5X8
WPMV5X8-DC-14	Preventative Maintenance Visit 5X8
WPMV5X8-DC-15	Preventative Maintenance Visit 5X8
WPMV5X8-DC-16	Preventative Maintenance Visit 5X8
Preventive Maintenance Outside Normal Business Hours	
WPMV7X24-DC-10	Preventative Maintenance Visit 7X24
WPMV7X24-DC-11	Preventative Maintenance Visit 7X24
WPMV7X24-DC-12	Preventative Maintenance Visit 7X24
WPMV7X24-DC-13	Preventative Maintenance Visit 7X24
WPMV7X24-DC-14	Preventative Maintenance Visit 7X24
WPMV7X24-DC-15	Preventative Maintenance Visit 7X24
WPMV7X24-DC-16	Preventative Maintenance Visit 7X24
DC Power Systems External Battery Start Up Service	
WXBTSTRUP-DB-10	DC Power Systems External Battery Start-Up Service
WXBTSTRUP-DB-11	DC Power Systems External Battery Start-Up Service
WXBTSTRUP-DB-12	DC Power Systems External Battery Start-Up Service
WXBTSTRUP-DB-13	DC Power Systems External Battery Start-Up Service
WXBTSTRUP-DB-14	DC Power Systems External Battery Start-Up Service
WXBTSTRUP-DB-15	DC Power Systems External Battery Start-Up Service
WXBTSTRUP-DB-16	DC Power Systems External Battery Start-Up Service
WXBTSTRUP-DB-17	DC Power Systems External Battery Start-Up Service
WXBTSTRUP-DB-18	DC Power Systems External Battery Start-Up Service
DC Power Systems External Battery On Site Service	
WXBTONSITE-DB-10	DC Power Systems External Battery On-Site Service
WXBTONSITE-DB-11	DC Power Systems External Battery On-Site Service
WXBTONSITE-DB-12	DC Power Systems External Battery On-Site Service
WXBTONSITE-DB-13	DC Power Systems External Battery On-Site Service
WXBTONSITE-DB-14	DC Power Systems External Battery On-Site Service
WXBTONSITE-DB-15	DC Power Systems External Battery On-Site Service
WXBTONSITE-DB-16	DC Power Systems External Battery On-Site Service
WXBTONSITE-DB-17	DC Power Systems External Battery On-Site Service
DC Power Systems External Battery Preventive Maintenance During Normal Business Hours	
WXBTPMV5X8-DB-10	DC Power Systems External Battery Preventive Maintenance Visit 5 x 8
WXBTPMV5X8-DB-11	DC Power Systems External Battery Preventive Maintenance Visit 5 x 8
WXBTPMV5X8-DB-12	DC Power Systems External Battery Preventive Maintenance Visit 5 x 8
WXBTPMV5X8-DB-13	DC Power Systems External Battery Preventive Maintenance Visit 5 x 8
WXBTPMV5X8-DB-14	DC Power Systems External Battery Preventive Maintenance Visit 5 x 8
WXBTPMV5X8-DB-15	DC Power Systems External Battery Preventive Maintenance Visit 5 x 8
WXBTPMV5X8-DB-16	DC Power Systems External Battery Preventive Maintenance Visit 5 x 8
WXBTPMV5X8-DB-17	DC Power Systems External Battery Preventive Maintenance Visit 5 x 8
DC Power Systems External Battery Preventive Maintenance Outside Normal Business Hours	
WXBTPMV7X24-DB-10	DC Power Systems External Battery Preventive Maintenance Visit 7 x 24
WXBTPMV7X24-DB-11	DC Power Systems External Battery Preventive Maintenance Visit 7 x 24
WXBTPMV7X24-DB-12	DC Power Systems External Battery Preventive Maintenance Visit 7 x 24
WXBTPMV7X24-DB-13	DC Power Systems External Battery Preventive Maintenance Visit 7 x 24
WXBTPMV7X24-DB-14	DC Power Systems External Battery Preventive Maintenance Visit 7 x 24
WXBTPMV7X24-DB-15	DC Power Systems External Battery Preventive Maintenance Visit 7 x 24
WXBTPMV7X24-DB-16	DC Power Systems External Battery Preventive Maintenance Visit 7 x 24
WXBTPMV7X24-DB-17	DC Power Systems External Battery Preventive Maintenance Visit 7 x 24

APC Professional Services

Professional Services Quick Reference:

Professional Services
<i>Aligning people and priorities to deliver results . . .</i>
Service Families available:
Project Management Services Needs Assessment Services Network Integration Services
Benefits to Customer:
<ul style="list-style-type: none">• Offers a single point of contact, to provide fast, efficient implementation of a system• Services performed by industry experienced professionals ensure the work is done right the first time, increasing availability• Wide range of competencies adapt offerings to customer need• Allows customer to focus on core business objectives, without impact on productivity• 7 x 24 Off hours scheduling

Professional Services Sales Scopes of Work



Legendary Reliability™

APC Global Services

Installation Planning**Professional Services**

APC's Installation Planning Service is designed to help with the electrical installation and positioning of the UPS, Power Array or PowerStruXure™ architecture at the customer's site. An APC authorized engineer will work with the customer and / or the customer's electricians to plan installation details. This service provides one APC Field Service Engineer on-site for one business day to review one or more of the following:

- Ideal location for the UPS
- Weight of the UPS and floor loading requirements
- Electrical details: breakers, wire sizes, EPO connections
- Environmental details: temperature and humidity considerations
- Load cutover concerns
- Generator, transfer switch wiring
- External battery cabinet installation planning

Benefits to Customer:

- Assurance of proper positioning of the unit in its environment
- Ensures a seamless installation
- Avoidance of costly delays by identifying and removing previously unforeseen installation barriers
- Piece of mind that the electrical installation will be performed according to manufacturer specifications

Important points:

- A customer designated electrician or an APC referred electrical contractor will accomplish the actual electrical connections.
- Customer supplies electrical equipment up to the connection point of the UPS
- Electrical installation not included in service
- APC is not responsible for electrical wiring
- Please allow for a two week lead time in service scheduling
- An additional WICS must be purchased for each additional day on site
- APC requires the customer have their Installation / Electrical contractor present during the site visit



Legendary Reliability™

Rev 3 10/10/2003

APC Global Services

Load Bank Test

InfraStruXure™ Type A & B

APC's Load Bank Test for InfraStruXure™ Type A & B systems is offered to provide confirmation of UPS system integrity and ability to effectively support 100% of rated load in Normal Operation, Bypass Operation and Battery Operation. APC strongly recommends that this service be purchased and performed at time of Initial Start-Up and at any time the customer desires evidence of UPS ability to support 100% of rated load.

Benefits to Customer:

- Assures functionality and reliability of UPS system components under full load and a series of varying load steps including main input breakers
- Provides assurance that UPS output will meet product specifications in all modes of operation
- Provides tangible proof that the system will support full load in all modes of operation
- Provides assurance that the battery plant will support full load in case of incoming mains failure
- Provides the peace of mind that your system is operational to manufacturers specifications

Important Points:

- The Load Bank Test for InfraStruXure™ Type A & B systems must be purchased and performed with a scheduled service such as Start-Up or Preventative Maintenance
- Load Bank Test Service report will be provided to the customer upon completion of service
- Symmetra® PX40kW systems require the optional Load Test Port be ordered at time of UPS purchase (load bank port is not field installable)
- Load Bank Testing is possible without the Test Port but requires custom AGS service quote and UPS power down for load bank connect and disconnect
- Customer loads must be powered off or placed on maintenance bypass power during testing



Legendary Reliability™

Rev 1 12/6/2004

APC Global Services

Needs Assessment Service

Professional Services

The APC Needs Assessment Service offers a detailed review of your data center or server room. An APC Authorized Field Service Engineer will visit the site for one business day and collect data pertaining to electrical loads, wiring practices, power quality, existing power protection equipment and environmental conditions. With this data, a customized or standard report will be developed which includes the optimal Power Protection Strategy given the actual load requirement and the Electrical Infrastructure of the particular site.

Items included in the standard report:

- APC and Customer Contact Information
- Executive Summary
- Site Description
- Existing Power Back-up Equipment
- Proposed / New Power Back-up Equipment
- Electrical Requirements necessary for Power Protection Solution
- Constraints, such as floor loading and building access
- Floor Plan Sketch
- Digital Photographs

Additional items, which may be included in a customized report:

- Professional CAD drawing of room
- One-line Electrical Diagram

Benefits to Customer:

- Measure actual power consumption of electrical loads to ensure proper UPS sizing
- Discover Power Quality or grounding issues prior to a UPS solution
- Determine exact electrical requirements necessary for UPS installation
- Free customer resources to focus on core business function
- Report template customizable to the customer's needs

Important Points:

- An additional Needs Assessment Service must be purchased for each additional day on-site (discount applies)
- APC engineers must have access to all electrical panels and data / server rooms
- Allow five business days for completed report to be shipped to customer
- Scheduling must be arranged two weeks in advance
- If branch circuit tracing is required, additional SKUs must be purchased for additional days onsite



Legendary Reliability™

Rev 1 12/6/2004

APC Global Services

InfraStruXure Cooling Assessment

Professional Services

- A site survey that supplies you with the information necessary to design your facilities for optimum performance

APC's Airflow and Thermal Modeling provide computational fluid dynamic (CFD)¹ analysis of both existing and conceptual IT environments. The simulations show steady-state airflow patterns and thermal distribution throughout a data center. CFD analysis also allows you to better understand an existing problem in your current environment or avoid potential problems in a future environment.

Input:

- Detailed room and equipment layout information required (including overall room dimensions, plenum depths, perforated tile/diffuser locations and types, equipment locations and types).
- Provide total power consumption of each rack or equipment cabinet and associated airflow rates; air conditioner make and model number with airflow rates and temperature set points.
- APC will measure static pressure & flow rates at all existing perforated tiles using a flow hood, and temperature at locations throughout the data center in accordance with ASHRAE TC9.9 Guideline "Thermal Guidelines for Data Processing Environments," including existing air conditioner supplies and returns.
- Will also measure under raised floor and above dropped ceiling if used as a hot air return plenums

Output:

- Model existing data center and compare to measured data.
- Optimize data center based on allowed changes.
- Prepare line list of suggested changes for implementation by customer.

Benefits to Customer:

- Understand existing or future cooling problems by watching an animated CFD simulation of the flow of hot and cold air in your IT environment.
- Reduce cooling operational costs by minimizing hot air mixing and recirculation.
- Develop documented responses and establish expectations to "what if" scenarios, such as a precision air conditioner being shut down for maintenance or repair.
- Optimize the layout of your IT equipment to maximize your cooling capacity.

Important Points:

- Two weeks of modeling time needed after all necessary data has been gathered.

¹ Computational Fluid Dynamics (CFD) is a complex mathematical analysis of the movement of air in any type of room or space and has a broad range of applications.



Legendary Reliability™

Rev 4 10/6/2003

APC Global Services

Network Integration Service

Professional Services

- Integration of APC software and software accessories for optimal UPS management

The APC Network Integration Service is designed to ensure optimal integration between APC products and customer systems. Under this service, APC authorized personnel will perform on-site installation and integration of APC software and software accessories.

- Product preparation
 - Unpack, inventory, and attach all APC required cables
 - Label UPS and APC accessories per customer request
 - Mount all rack mountable APC products
- Installation
 - Install APC software and software accessories on defined systems
- Configuration
 - Configure APC software and software accessories per customer request
- Integration
 - Insert customer IP address and network settings, change accessory and software passwords per customer request and dress all APC and network cabling (attached to APC products)
- Verification of equipment
 - Perform Power-On self test
 - Validate UPS and accessory operation
 - Ping APC networked products
 - Perform functional test per customer request (scheduled downtime might be required)

Benefits to Customer:

- Customer resources freed to concentrate on core business focuses
- Ease of installation of APC software and software accessories
- Optimal integration and management of UPS systems
- Maximizes ease of software installation while minimizing network soft errors.

Important Points:

- Must ensure that UPS is installed and operational prior to Network Integration Visit
- Customer must provide required access to network systems (or provide a representative who has access)
- Customer must include access to systems for software installation, access to network connections, and access to UPS devices
- Customer must provide APC with information on non-standard applications installed on workstation/servers prior to visit
- Customer must provide raceway or routing path for APC network cabling
- Customer must complete the APC Network Integration On-Site Authorization Form
- This service is limited to currently manufactured APC products



Legendary Reliability™

Rev 2 10/27/2003

APC Global Services

Project Management Service

Professional Services

APC's Project Management Service provides customers with APC Authorized Personnel to ensure proper installation of power availability systems. Depending on the customer's requirements, project management may include any or all of the following:

- Provide turn-key / install solutions: qualify, contract and manage required suppliers / resources (i.e. electrical contractors)
- Act as direct contact and liaison with customer (or customer's appointed project manager), contractors, vendors, consultants, and industry related engineering firms
- Guarantee delivery and installation on turn key projects performed by APC
- Obtain and submit all project documentation (i.e. drawings, progress reports, equipment manuals)
- Survey sites and recommend required steps for site preparation and product installation (WICS)
- Plan, organize and schedule efficient use of labor, sub contractors, and materials in adherence within customer budgetary specifications
- Assess project risk prior to initiation (i.e. cost, resources, schedule, existing infrastructure)
- Provide continual risk management throughout project implementation
- Available for short term or long term durations

Project Management Experience:

- Global experience in project implementation
- Industry experience includes electrical, mechanical and application engineering; master electricians and electrical contracting
- Vendor management from project conception to final acceptance
- Contract management – terms and conditions, change orders, milestone billing, safety procedures
- UPS, HVAC, DC Plant, power distribution and infrastructure installation supervision
- "Hands on" experience in related industries including: electrical, mechanical and DC environments
- Telecom and Information Technology experience
- Certified professionals on various operating systems
- First Aid, CPR and OSHA certified

Benefits to Customer:

- Frees customer resources to focus on core business objectives
- Assurance of proper installation and functionality of critical power solution
- Assurance of timely and cost effective installation within defined project scope
- Assist customer with delivery and installation issues
- Customer's single point of contact for all supply / delivery / installation / commissioning needs
- Mitigate risk during project implementation



Legendary Reliability™

Rev 3 3/29/2004

APC Global Services

Server Migration / Cable Management

Professional Services

- Server Migration / Cable Management

The Server Migration / Cable Management Professional Service provides customers with an onsite visit to transition their servers to their new APC racks, as well as organizing and labeling the cables within the racks. APC Professional Services Engineers will install all network components according to a plan that has been pre-approved by the customer. APC will help plan rack configuration and perform the actual server migration and cable management off hours and on the weekends. APC Global Services will cover ALL the logistics and labor needed to complete the process with minimal downtime, while utilizing a fully tested cable management system for a professional look and feel.

- 7 x 24 Scheduling allows for minimal impact on customer's day to day operations
- Hook and Loop, tags, ties and 3 foot power cords are included in the quote price
- All travel and related expenses are included in the quote price

Benefits to Customer:

- Applies to new or existing networks
- Customer resources freed to concentrate on core business focuses
- Installed by industry experienced project professionals
- Ensures correct installation of network components, extending the life of the products
- Maximizes interior rack cooling (hot isle, cold isle)

Important Points:

- The Server Migration / Cable Management can be purchased separately or as a total solution
- This service is billed on a **per rackmountable device** basis
- The customer will be responsible for purchasing all network cables, including, but not limited to, cat5 and KVM cables
- The customer will be responsible for the shut down of all network components to be migrated



Legendary Reliability™

APC Global Services

Thermography Service

- Maximize system uptime through Predictive Maintenance

The Thermography Service is a predictive maintenance service designed to reveal any unusual temperature variance (hot spots) within the InfraStruXure™ solution. For one day a thermographic engineer will conduct temperature readings on equipment found throughout your facility (breakers, transformers, UPS, racks, etc) using a FLIR 595 Infrared Camera. From these readings, a report will be created and delivered listing recommended corrective actions that need to be taken.

By converting invisible heat energy into a visible picture of your equipment under typical working conditions, the infrared Thermography scan will expose hot spots within your racks and components that are overloaded or at increased risk of failure. The result is that Thermography service will provide you with the knowledge to proactively determine a plan of action and thus give you the power to avert problems before they happen. Because infrared Thermography utilizes a non-intrusive methodology this testing is a real-life evaluation unlike conventional maintenance services. When used in conjunction with a conventional Preventative Maintenance inspection it ensures maximum protection for your loads.

Thermography Service for the InfraStruXure™ solution encompasses the following test points:

- PDU w/ System Bypass (PDU) upper and lower panel terminals
- PDU Q1, Q2 and Q3 Circuit Breakers
- Symmetra® PX DC back plane
- Symmetra® PX power module back plane
- Symmetra® PX DC terminals
- Symmetra® PX input and output terminals
- PDU Transformer primary / secondary terminals where applicable
- PDU System input Isolator, input fuses when present and transformer coils
- Output Panels branch circuit breakers

A bypass and battery test will conclude the visit, to ensure that the system functionality is in accordance with stated product specifications.

Benefits to Customer:

- Maximize system uptime through non-intrusive predictive maintenance
- Optimize lifetime of system
- No downtime is required for analysis
- Full status and report of findings including all thermal, visual and written documentation

Important points:

- **Important safety note:** The Thermography Service is performed while equipment remains in operation. Customer must provide adequate safety barriers, as hazardous energy levels may be present on equipment. Unqualified personnel must keep away from the equipment
- A certified Thermography engineer will perform the service
- Thermography Service does not include repairs or replacement of parts
- This Service does include labor and travel expenses
- Allow a two week lead time for service scheduling
- Thermography Service does not replace the recommended Annual Preventive Maintenance Visit but adds another important level to your proactive approach to increasing system availability
- Since no power down is required, service scheduling is 5 x 8. Please contact your local APC office for normal business hour information



Legendary Reliability™

Rev 4 10/7/2003

APC Global Services

Professional Contract Installation Service Input Wiring

- Ensure proper Input Wiring of InfraStruXure™ Architecture

APC's Professional Contract Installation Service for InfraStruXure™ Input Wiring provides customers with APC contracted personnel to supply and install the manufacturer recommended input wiring to meet all local and national electrical code coordinated with the Assembly and Start-Up scheduling of your APC system. This service includes project management by APC Global Services' Professional Services Group, who will manage APC qualified electrical contractors to perform input wiring from the customer electrical service to the InfraStruXure™ Solution.

APC will provide turnkey management to:

- Develop a site-specific scope of work for the electrical installation of the InfraStruXure™ Solution
 - Exact electrical scope of work will be site specific depending upon distance and routing between customers' electrical supply and the final installation location of the InfraStruXure™ Solutions input point.
- Acquire and qualify electrical contractors
- Manage and coordinate scheduling of work
- As the customers' direct contact, act as liaison with customer or customer's appointed project manager and contractors, vendors, consultants and industry related engineering firms
- Supply contractor(s) with necessary documentation and installation guidance as required to:
 - Complete all required conduit and wiring into the APC UPS or PDU equipment
 - Supply and install a properly sized disconnect or circuit breaker

This service can be ordered in several predetermined length categories (in Ft.) for the particular input voltage required as listed below:

1 to 50
51 to 75
76 to 100
101 to 150
150 to 200

Benefits to Customer:

- Assures proper input wiring installation
- Frees customer resources to concentrate on core business objectives
- Assures scheduling coordination between Customer, APC and contractors to avoid possible delays

Important Points:

- All input distances greater than 200 feet are available by quote only
- Input distances are actual measurements from electrical supply to InfraStruXure™ Solution (including up walls, across ceilings, etc). Not to be measured by eye

Contact your Local APC Global Services Group for more details and pricing.



Legendary Reliability™

Rev 4 10/31/2003

APC Global Services

1 Day Onsite Basic Operational Training

InfraStruXure™

Attendees should include managers, supervisors and facility personnel who interact with APC's InfraStruXure™ Solution. **Note:** Only qualified* personnel should attempt to interact with this equipment.

Attendees will receive a detailed training of the InfraStruXure™ system intended to educate the end-user (qualified and non-qualified) on basic operator training of the InfraStruXure™ Solution. Upon completion of the training, the customer will be able to:

- Follow general safety practices when working with and / or around the InfraStruXure™ Solution
- Identify the InfraStruXure™ components
- Provide a detailed description of the system components
- Explain general theory of operation
- Troubleshoot the system by interpreting system faults, notifications and alarms via the PowerView display console
- Remove and replace hot-swappable modules
- Operate the InfraStruXure™ Solution safely and confidently to include power-up and total shut-down
- Identify the services that APC provides for optimal customer awareness and satisfaction

*A qualified person is one familiar with the construction and operation of the InfraStruXure™ Solution and the hazards involved.

Note: The customer's InfraStruXure™ System must be made unconditionally available to the APC technical trainer at the time of the training. The nature of the training may consequently place any load at risk and the customer is hereby expected to make arrangements accordingly.



Legendary Reliability™

Remote Monitoring Service

APC's Remote Monitoring Service is a premium service offering 7 x 24 manned monitoring of the customer's systems. This service ensures immediate notification of alarms to the user's contacts according to a customizable profile. It also provides immediate and transparent escalation to high-level support or On-Site Service, if need be. Furthermore, the Remote Monitoring Service will use the data collected to provide customizable reports on events and trends, which include all the Symmetra parameters, amongst which are: Cumulated and longest time on battery; Number of events; Load trends; Load per phase; Environmental data; etc.

Scope of Work

- 24 Hours a day, 7 days a week monitoring of the equipment
- Immediate notification of alarms
- Quarterly reports including basic systems parameters trends and service levels
- User customizable Event Notification Profile via a web-based application
- User customizable reporting via a web-based application

Benefits to Customers

- Immediate Notification
 - Possibility to act and pro-actively solve issues
- Alarm explanation
 - Helps take corrective actions immediately
- Reporting and trending
 - Helps forecast, adapt the use of the equipment
- Peace of mind
 - Frees customer resources to focus on core business objectives
- Improvement of an On-Site Service
 - On-Site technician has all the details prior to going on site
 - Offers the same service levels as may be available on the equipment protected

Methodology: In-Band (Out-going email only)

Requirements:

APC Network Management Card, an ISX Manager or the relevant software

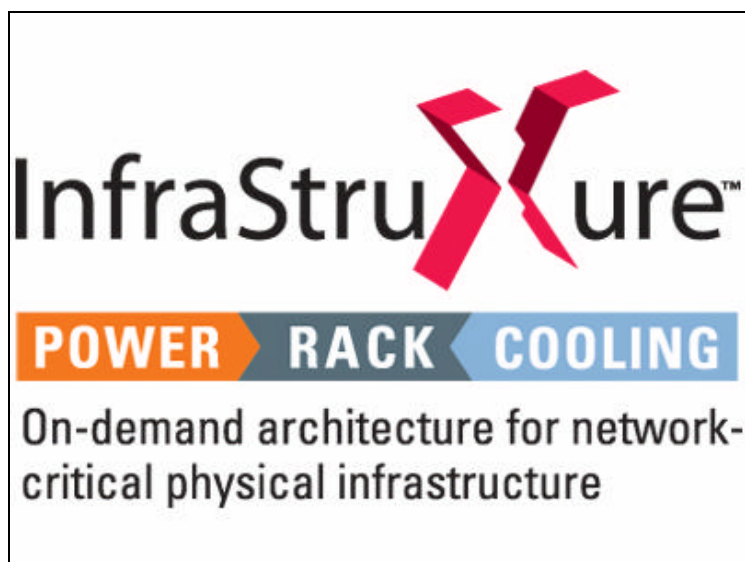
Operations:

- Uses OUTGOING ONLY SMTP emails from the monitored device to APC Remote Monitoring systems
- Users' DNS & SMTP servers can be used to relay the information so as to follow the user's network security policies
- APC never accesses the customer's network to collect any data or information
- Event emails are sent either upon an event occurrence, or every 10 minutes to APC to confirm proper operation of the Remote Monitoring

Professional Services Service SKUs:

APC SKU	Description
Professional Services	
Needs Assessment Services	
WPREP1	Needs Assessment Level 1
WPREP2	Needs Assessment Level 2
WPREP3	Needs Assessment Level 3
Cooling Assessment Services	
WPREPAIR1	Cooling Assessment for data centers less than 10,000 sq ft
WPREPAIR2	Cooling Assessment for data centers from 10,000 sq ft to 20,000 sq ft
WPREPAIR3	Cooling Assessment for data centers larger than 20,000 sq ft
Network Integration Services	
WITS	Server Migration
WITC	Cable Management
WITSC	Server Migration and Cable Management
WITG	Software Integration Service
Project Management Service	
WPRJ-ISX-40K208-10	Professional Contract Installation for ISX Input Wiring 40K208V 76 to 100 Ft.
WPRJ-ISX-40K208-15	Professional Contract Installation for ISX Input Wiring 40K208V 101 to 150 Ft.
WPRJ-ISX-40K208-20	Professional Contract Installation for ISX Input Wiring 40K208V 151 to 200 Ft.
WPRJ-ISX-40K208-50	Professional Contract Installation for ISX Input Wiring 40K208V 1 to 50 Ft.
WPRJ-ISX-40K208-75	Professional Contract Installation for ISX Input Wiring 40K208V 51 to 75 Ft.
WPRJ-ISX-40K400-10	Professional Contract Installation for ISX Input Wiring 40K400V 76 to 100 Ft.
WPRJ-ISX-40K400-15	Professional Contract Installation for ISX Input Wiring 40K400V 101 to 150 Ft.
WPRJ-ISX-40K400-20	Professional Contract Installation for ISX Input Wiring 40K400V 151 to 200 Ft.
WPRJ-ISX-40K400-50	Professional Contract Installation for ISX Input Wiring 40K400V 1 to 50 Ft.
WPRJ-ISX-40K400-75	Professional Contract Installation for ISX Input Wiring 40K400V 51 to 75 Ft.
WPRJ-ISX-40K480-10	Professional Contract Installation for ISX Input Wiring 40K480V 76 to 100 Ft.
WPRJ-ISX-40K480-15	Professional Contract Installation for ISX Input Wiring 40K480V 101 to 150 Ft.
WPRJ-ISX-40K480-20	Professional Contract Installation for ISX Input Wiring 40K480V 151 to 200 Ft.
WPRJ-ISX-40K480-50	Professional Contract Installation for ISX Input Wiring 40K480V 1 to 50 Ft.
WPRJ-ISX-80K208-10	Professional Contract Installation for ISX Input Wiring 80K208V 76 to 100 Ft.
WPRJ-ISX-80K208-15	Professional Contract Installation for ISX Input Wiring 80K208V 101 to 150 Ft.
WPRJ-ISX-80K208-20	Professional Contract Installation for ISX Input Wiring 80K208V 151 to 200 Ft.
WPRJ-ISX-80K208-50	Professional Contract Installation for ISX Input Wiring 80K208V 1 to 50 Ft.
WPRJ-ISX-80K208-75	Professional Contract Installation for ISX Input Wiring 80K208V 51 to 75 Ft.
WPRJ-ISX-80K400-10	Professional Contract Installation for ISX Input Wiring 80K400V 76 to 100 Ft.
WPRJ-ISX-80K400-15	Professional Contract Installation for ISX Input Wiring 80K400V 101 to 150 Ft.
WPRJ-ISX-80K400-50	Professional Contract Installation for ISX Input Wiring 80K400V 1 to 50 Ft.
WPRJ-ISX-80K400-75	Professional Contract Installation for ISX Input Wiring 80K400V 51 to 75 Ft.
WPRJ-ISX-80K480-10	Professional Contract Installation for ISX Input Wiring 80K480V 76 to 100 Ft.
WPRJ-ISX-80K480-15	Professional Contract Installation for ISX Input Wiring 80K480V 101 to 150 Ft.
WPRJ-ISX-80K480-20	Professional Contract Installation for ISX Input Wiring 80K480V 151 to 200 Ft.
WPRJ-ISX-80K480-50	Professional Contract Installation for ISX Input Wiring 80K480V 1 to 50 Ft.
WPRJ-ISX-80K480-75	Professional Contract Installation for ISX Input Wiring 80K480V 51 to 75 Ft.

APC InfraStruXure™ Power, Rack and Cooling Solutions



InfraStruXure™ Quick Reference:

InfraStruXure™ for Wiring Closets and Computer Rooms– 1 to 5 Racks	
<i>The only plug-and-play, complete rack, power, and cooling system</i>	
Range:	
1.6 – 12.8kW	
Application:	
1 to 5 Racks for wiring closets and computer rooms	
Services available:	
Extended Warranty	Onsite Service
Assembly Service	Preventive Maintenance Visit
Start-Up Service	Professional Services
Important notes:	
Must purchase one service per unit / external battery system	
Start-Up Service does not include assembly of system	
Maximum of ten years of coverage from manufacture date available	

InfraStruXure™ for Small to Medium Data Centers – 5 to 100 Racks	
<i>Changing the way the world designs data centers ...</i>	
Range:	
10 – 80kW	
Application:	
5 to 100 Racks for small to medium data centers	
Services available:	
Extended Warranty	Onsite Service
Assembly Service	Preventive Maintenance Visit
Start-Up Service	Professional Services
Important notes:	
Must purchase one service per unit / external battery system	
Start-Up Service included in price of hardware	
Start-Up Service does not include assembly of system	
Maximum of ten years of coverage from manufacture date available	

InfraStruXure™ for Large Data Centers – 100+ Racks	
<i>Changing the way the world designs data centers ...</i>	
Range:	
200 – 1600kW	
Application:	
100+ Racks for large data centers	
Services available:	
Assembly Service	Preventive Maintenance Visit
Start-Up Service	Professional Services
Onsite Service	
Important notes:	
<u>Distribution:</u>	
Must purchase one service per unit / external battery system	
Start-Up Service does not include assembly of system	
Maximum of ten years of coverage from manufacture date available	
<u>UPS:</u>	
Must purchase one service per unit / external battery system	
Maximum of ten years of coverage from manufacture date available	
Extended service contracts must be purchased before expiration of factory warranty	

APC InfraStruXure™ Standard Factory Warranty

APC warrants that all components of the InfraStruXure system will be free from defect in material and workmanship for a period of two years from the date of start up when start up has been performed by APC authorized service personnel*. If assembly services are included in the original purchase and are also performed by APC authorized service personnel, APC offers an additional year of warranty at no additional charge. In the event that the system fails to meet the forgoing warranty, APC shall repair or replace, at its sole discretion, any such defective parts. Under this warranty, APC will ship all parts to your site at no cost to be available for you the next business day after APC is notified of this requirement. If you choose to upgrade the system to include an on site contract, APC offers modular service packages to match your needs.

Each point product incorporated into the system has a separate factory warranty that is applied when sold as a standalone unit. When incorporated into an InfraStruXure solution, the unit will be covered by the InfraStruXure warranty. In cases where one warranty favors the customer over the other, the stronger of the two warranties will take precedence.

*All warranties are null and void unless installation and startup are performed by authorized APC Global Services service centers.

APC SHALL NOT BE LIABLE UNDER THIS WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSE THAT THE ALLEGED DEFECT IN THE PRODUCT DOES NOT EXIST OR WAS CAUSED BY PURCHASER'S OR ANY THIRD PERSON'S MISUSE, NEGLIGENCE, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO REPAIR OR MODIFY, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING OR OTHER HAZARD.

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, OF PRODUCTS SOLD, SERVICED OR FURNISHED UNDER THIS AGREEMENT OR IN CONNECTION HEREWITH. APC DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTION AND FITNESS FOR A PARTICULAR PURPOSE. APC'S EXPRESS WARRANTIES WILL NOT BE ENLARGED, DIMINISHED, OR AFFECTED BY AND NO OBLIGATION OR LIABILITY WILL ARISE OUT OF, APC'S RENDERING OF TECHNICAL OR OTHER ADVICE OR SERVICE IN CONNECTION WITH THE PRODUCTS. THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES. THE WARRANTIES SET FORTH ABOVE. CONSTITUTE APC'S SOLE LIABILITY AND PURCHASER' EXCLUSIVE REMEDY FOR ANY BREACH OF SUCH WARRANTIES. APC'S WARRANTIES RUN ONLY TO PURCHASER AND ARE NOT EXTENDED TO ANY THIRD PARTIES.

IN NO EVENT SHALL APC, ITS OFFICERS, DIRECTORS, AFFILIATES OR EMPLOYEES BE LIABLE FOR ANY FORM OF INDIRECT, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, ARISING OUT OF THE USE, SERVICE OR INSTALLATION, OF THE PRODUCTS, WHETHER SUCH DAMAGES ARISE IN CONTRACT OR TORT, IRRESPECTIVE OF FAULT, NEGLIGENCE OR STRICT LIABILITY OR WHETHER APC HAS BEEN ADVISED IN ADVANCE OF THE POSSIBLY OF SUCH DAMAGES.

ISX Services FAQ October 2004

ISX Factory Warranty

- 1) What is the ISX Factory Warranty?

The standard ISX Factory Warranty is 2 years parts only. However, if a customer purchases assembly services, they will get an additional year of parts warranty for a total of three years parts, and an upgrade of the warranty for the first year to include on site service.

- 2) Does this cover all components of the ISX solution?

The factory warranty covers all parts that appear on the bill of materials for the ISX solution.

- 3) Does this apply to all ISX solutions?

No. Type A solutions will get the additional year of parts warranty with the purchase of assembly services. However, these applications do not qualify for the first year of on site service. Therefore, wiring closets and computer rooms will get a maximum of three years parts as a factory warranty.

- 4) If I sell a Type C distribution ISX solution with a Silcon unit, is the Silcon unit then covered by the factory warranty for the ISX solution?

No. On a Type C distribution the ISX factory warranty statement covers only those components listed on the ISX bill of materials.

- 5) Does the ISX Factory Warranty apply to a SYMW installation?

In a SYMW installation the factory warranty applies only to the distribution and rack portions of the ISX solution. In these types of installations, the SYMW is covered by the standard unit warranty, which is one year of parts, labor and travel.

- 6) If I add a component to the ISX solution after the initial installation, what factory warranty applies to that component?

Additional components sold after original installation are covered by the factory warranty of the point product.

Small, Medium Large Data Centers

- 7) The BOT says the Start Up SKUs are now rolled into the price of the hardware. Does this also apply if my customer purchases a standalone Symmetra PX?

Start Up has been rolled into the hardware for the following SKUs:

UPS

SY10K40H, SY20K40H, SY30K40H, SY40K40H, SY10K40E, SY10K40F, SY20K40E, SY20K40F, SY30K40E, SY30K40F, SY40K40E, SY40K40F, SY10K80F, SY10K80H, SY20K80F, SY20K80H, SY30K80F, SY30K80H, SY40K80F, SY40K80H, SY50K80F, SY50K80H, SY60K80F, SY60K80H, SY70K80F, SY70K80H, SY80K80F, SY80K80H

Battery Cabinets

SYCFXR8-8, SYCF8BF-8

PDU

PD150G6FK1, PD150G6FK13, PD150G6FK20

This means if these part numbers are sold as standalone units, the start up is still included – a definite selling advantage.

- 8) Do assembly services apply to standalone units?

No. Assembly services apply to ISX solutions only. For standalone units, installation of batteries and modules is part of the start up, which is included in the price of the hardware.

- 9) Do the packages apply to Type A ISX?

At this time, there are no packages for ISX Type A.

- 10) If Start up for the PDU and UPS is included in the price of the UPS, how do we charge for a start up on a standalone PDU, as in a type C configuration?

Start Up has been rolled into the price of the hardware for the Type C PDUs.

- 11) On new solutions, I see a SKU that starts with WPKONSITE. What is this SKU?**

In order to accommodate the complimentary first year of on site services, we created special SKUs that are to be used in BOT CONFIGURATIONS ONLY. SKUs beginning with WPK are for on site services that are included with a service “package.” These SKUs are not available for sale outside of the BOT and should not be used in non-ISX configurations.

Wiring Closets and Computer Rooms

- 12) If I purchase additional racks after the initial Start-Up and Assembly and wish to have them assembled as well, which service SKU would I purchase?**

For the assembly at a later date you would purchase the WASSEM1-5R-PX-20 SKU.

- 13) If I purchase more than an additional 5?**

You would purchase one WASSEM1-5R-PX-20 for the first five and the WASSEM1-3R-PX-10 for each group of three additional racks.

- 14) What if I only want to have the Start Up performed?**

The Start Up has been rolled into the Assembly. Therefore, it would still be the WASSEMUPS-3R-XX-00 service.

- 15) Does the Start-Up and Assembly Service include extended run batteries for my ISX Single Phase Solution?**

Assembly of Symmetra Rack Mount XR External Batteries is included in this service. However, the assembly of Symmetra XR Towers is not included.

Racks

- 16) How can I purchase on site services or extended warranties for racks and rack accessories?**

These services are not available for racks. Racks and rack accessories that are part of an ISX solution will be covered by the on site service contract for the UPS/PDU system.

- 17) Does rack assembly service include the installation of my other, non-APC equipment?**

This service covers APC racks and accessories only. However, if the solution contains non-APC racks with overhead distribution, the customer will be charged assembly services for each of the non-APC racks in order to cover the installation of troughs and ladders.

- 18) How do I incorporate services for non-APC racks that need to be incorporated into the ISX solution?**

As mentioned above, for any non-APC racks that require whips and ladders or troughs, you will need to purchase the appropriate quantity of WASSEM1-3R-PX-10 SKUs. This will cover the installation of any APC accessories into non-APC racks.

- 19) Why can't I order WASSEM1-3R-PX-10 by itself?**

The price of the WASSEM1-3R-PX-20 SKU does not include the cost of travel. Therefore, in order to purchase this SKU, you must first purchase a SKU that does include the cost of travel such as WASSEM1-5R-PX-20 or WASSEMUPS3R-SY-00.

InfraStruXure™ Sales Scopes of Work

**Assembly and Start-Up Services****InfraStruXure™ Single Phase**

- Delivers the vital resources, expertise and tools needed to quickly and efficiently implement your InfraStruXure™ Solution

APC's Assembly and Start-Up Services provide customers with APC authorized service personnel to properly unpack, inspect, position and assemble all components of the InfraStruXure™ Solution in preparation for final input wiring and system Start Up. APC authorized personnel will perform a visual inspection of all components to ensure that all equipment required on the CTO report has been received and is undamaged. In addition, our personnel will remove all packing materials to the customers' disposal area or container.

Assembly Services are provided for five distinct hardware categories to offer customized service solutions meeting the exact customer need. The Assembly Service categories are:

- UPS and / or Up to 3 NetShelter® VX Racks
- External Battery Frame or Packs
- Rack Mount Air Distribution Unit
- Rack Mount Air Removal Unit
- Up to 3 Add-On NetShelter® VX Racks

Benefits to Customer:

- Assurance of proper installation and Start-Up of the equipment
- Confirmation the equipment is performing to specifications
- Train customer support staff on basic operation

Important Points:

- Assembly Service is available for 7 x 24 scheduling
- If Start Up is postponed from initial Assembly date and a return visit is required, customer must purchase separate Start Up only SKU
- Allow for a two-week lead-time for scheduling
- Assembly includes interconnection between "line-up and match" rack installations ONLY
- APC does not cut any holes in ceiling tiles or walls associated with assembly and installation of InfraStruXure™
- Only APC accessories are included in the Assembly Service

InfraStruXure™ Base Building Block Equipment:

Please note that your InfraStruXure™ Solution may or may not include all of the following:

- Symmetra® Rack Mount UPS
- Smart-UPS® Rack Mount UPS
- Power Distribution Unit
- Step Down Transformer
- NetShelter® VX
- Rack Mount PDU
- Automatic Transfer Switch
- Environmental Monitoring Unit
- Rack Air Distribution Unit
- Rack Air Removal Unit
- Extended Runtime Battery Frame
- Any APC Accessories



Assembly Services

InfraStruXure™ Three Phase

- Ensure proper Assembly of InfraStruXure™ Architecture

APC's Assembly Services provide customers with APC Authorized service personnel to properly unpack, inspect, position and assemble all components of the InfraStruXure™ Solution in preparation for final input wiring and system Start Up. APC Authorized personnel will perform a visual inspection of all components to ensure that all equipment required on the CTO report has been received and is undamaged. In addition, our personnel will remove all packing materials to the customers' disposal area or container.

Assembly Services are provided for six distinct hardware categories to offer customized service solutions meeting the exact customer need. The Assembly Service categories are:

- NetShelter® VX Racks (1 – 5)
- Symmetra® PX UPS and/or PDU
- External Battery Frame
- Air Distribution Unit
- Rack Mount Air Removal Unit
- ISX HD Enclosure Components

Benefits to Customer:

- Ensures proper assembly and positioning of your system thereby guaranteeing hardware integrity
- Frees customer resources to concentrate on core business objectives

Important Points:

- Assembly Service is available for 7 x 24 scheduling
- Allow for a two-week lead-time for scheduling
- APC does not cut any holes in ceiling tiles or walls associated with assembly and installation of InfraStruXure™
- Assembly includes interconnection between “line-up and match” rack installations ONLY
- Only APC accessories are included in the Assembly Service

InfraStruXure™ Base Building Block Equipment:

Please note that your InfraStruXure™ Solution may or may not include all of the following:

- Symmetra® PX UPS
- Power Distribution Unit
- Step Down Transformer
- NetShelter® VX
- Rack Mount PDU
- Automatic Transfer Switch
- Environmental Monitoring Unit
- Rack Mount Air Distribution Unit
- Rack Mount Air Removal Unit
- Extended Runtime Battery Frame
- ISX HD Enclosure Components
- All APC Accessories



Start-Up Service

InfraStruXure^ä Three Phase

- Delivers the vital resources, expertise and tools needed to quickly and efficiently implement your APC solution

Working closely with the electrician on-site, the APC authorized service personnel will ensure that the input wiring to the system is installed correctly. APC will complete all internal wiring as well as energize and check functionality of the solution in all modes to ensure compliance with stated technical specifications.

- Perform visual inspection of InfraStruXure™ equipment to ensure that all connections are properly fixed and tight
- Verify:
 - That wiring is correct and document any discrepancies
 - That all internal functions are operating according to defined InfraStruXure™ specifications
 - That InfraStruXure™ bypass functions, static and manual, are operating properly
 - Internal battery voltages are within defined InfraStruXure™ specifications, where applicable
 - Proper regulation of output waveform
 - System output is within defined InfraStruXure™ specifications
- Record all front panel reading and parameter stacks
- Clean system
- Energize unit and perform a comprehensive diagnostic and self test
- Train customer support staff on basic operation of the InfraStruXure™ system

Benefits to Customer:

- Assurance of proper installation, extending product life
- UPS system will be performing to specifications for increased availability

Important points:

- Start Up Service is available for 7 x 24 scheduling
- Allow for a two week lead time in service scheduling
- Electrician must be present to land wires from main distribution panel to the Power Distribution Unit of the InfraStruXure™ solution
- APC does not cut any holes in the tiles, walls or floors associated with installation of InfraStruXure™
- A safety barrier will be required any time energized electrical conductors, bus bars or terminals are exposed
- All ISX components must be completely assembled prior to FSE arrival onsite
- Unit must be kept in an environment that adheres to manufacturer specifications



1-Year On-Site Service

InfraStruXure™

- The right people, the right place, the right time

This service provides APC authorized service personnel at the customer's location within a specified period of time. This service offering includes parts, internal batteries (if applicable), labor and travel. The On-Site Service from APC is available in four different configurations that allow the customer to determine how quickly APC should arrive on site for an unscheduled visit or emergency situation:

- **1-Year 4 Hour Response On-Site Service**
 - For mission critical environments that require immediate response to service needs. Provides authorized personnel on site within 4 hours from the time that APC Technical Support deems an on site visit is necessary. This response level includes nights, weekends and holidays
- **1-Year Next Day On-Site Service**
 - If deemed necessary, APC will provide authorized personnel on site next day, including weekends and holidays
- **1-Year Next Business Day On-Site Service**
 - If deemed necessary, APC will provide authorized personnel on site next business day. Next business day is defined as Monday through Friday, 9am to 5pm – excluding holidays

InfraStruXure™ Base Building Block Equipment:

Please note that your InfraStruXure™ Solution may or may not include all of the following:

Symmetra® PX UPS	Symmetra® Rack Mount UPS
Smart-UPS® Rack Mount UPS	Power Distribution Unit
NetShelter® VX	Rack Mount PDU
Environmental Monitoring Unit	Extended Runtime Battery Enclosure
Extended Runtime Battery Enclosure	Step-Down Transformer
Rack Mount Air Distribution Unit	Rack Mount Air Removal Unit
Power Generation with Automatic Transfer Switch	Remote Monitoring Service
FM In-Row Cooling Solution	Other APC Accessories

Benefits to Customer:

- Factory trained technicians offer faster diagnosis and repair, reducing down time.
- Frees customer resources to concentrate on core business objectives
- Varying levels of response time to meet customer's needs
- Security for quick response in an emergency situation

Important Points:

- On-Site Service not available in all locations. Please consult your local AGS representative for availability
- Only available if APC Start Up Service has been purchased and completed
- **Separate On-Site Service contracts must be purchased for extended run frames and NetworkAIR™ FM units**
- **In order to renew or reinstate an on site service entitlement, a minimum one (1) Preventive Maintenance Visit must be purchased and performed per year**
- The On-Site Service must be purchased before expiration of unit factory warranty or current APC service program



Preventive Maintenance

InfraStruXure^ä

- Your best defense against downtime

The Preventive Maintenance Visit includes a comprehensive visual, environmental and electronic inspection of the InfraStruXure[™] solution, aimed at maximizing data center uptime by ensuring that the InfraStruXure[™] components are performing to defined technical and environmental specifications.

- Verify that system environment is within specified conditions
- Verify proper airflow of fans
- Check system event log for any alarm entries and record logs
- Check all power terminals of system under load
- Check all remaining termination points
- Verify accuracy of System Bypass display voltage and current to the UPS
- Verify accuracy of System Bypass display voltage and current to the PDU, if applicable
- Check random battery bus connection temperatures
- Visual inspection of the InfraStruXure[™] solution, assuring that all power wires are properly seated and undamaged
- Check proper torque of power connections
- Test internal static bypass and service bypass operation, if applicable
- Battery verification test
- Clean all dust and debris from system
- Perform any outstanding service bulletins

Benefits to Customer:

- Ensure availability through preventive maintenance
- Assurance that UPS system will be performing according to manufacturer specifications
- Optimized capital expenditures by increasing the lifetime of your data center infrastructure

Important Points:

- ? **External battery systems require purchase of separate Preventive Maintenance agreements**
- ? Preventive Maintenance Visit is available for 7 x 24 scheduling
- ? Includes labor and travel expenses
- ? Does not include repair parts
- ? Allow a two week lead time in service scheduling
- ? This service can be ordered as a stand-alone visit or in conjunction with any service agreement from APC
- ? Additional visits can be purchased for the same system if more than one Preventive Maintenance Visit per year is desired
- ? **If system cannot be shut down, a minimum of input / output terminal block temperatures will be verified by infrared temperature probe. If this test determines terminal block temperatures are outside manufacturer tolerances, the system will require complete shutdown for corrective action**
- ? **NOTE: APC strongly recommends that the system be totally shut down in order to complete a full preventive maintenance check**



Professional Contract Installation Service ISX Input Wiring InfraStruXure™ Type B

- Ensure proper Input Wiring of InfraStruXure™ Architecture

APC's Professional Contract Installation Service for InfraStruXure™ Input Wiring provides customers with APC contracted personnel to supply and install the manufacturer recommended input wiring to meet all local and national electrical code coordinated with the Assembly and Start-Up scheduling of your APC system. This service includes project management by APC Global Services' Professional Services Group, who will manage APC qualified electrical contractors to perform input wiring from the customer electrical service to the InfraStruXure™ Solution.

APC will provide turnkey management to:

- Develop a site-specific scope of work for the electrical installation of the InfraStruXure™ Solution
 - Exact electrical scope of work will be site specific depending upon distance and routing between customers' electrical supply and the final installation location of the InfraStruXure™ Solutions input point.
- Acquire and qualify electrical contractors
- Manage and coordinate scheduling of work
- As the customers' direct contact, act as liaison with customer or customer's appointed project manager and contractors, vendors, consultants and industry related engineering firms
- Supply contractor(s) with necessary documentation and installation guidance as required to:
 - Complete all required conduit and wiring into the APC UPS or PDU equipment
 - Supply and install a properly sized disconnect or circuit breaker

This service can be ordered in several predetermined length categories (in Ft.) for the particular input voltage required as listed below:

- 1 to 50
- 51 to 75
- 76 to 100
- 101 to 150
- 150 to 200

Benefits to Customer:

- Assures proper input wiring installation
- Frees customer resources to concentrate on core business objectives
- Assures scheduling coordination between Customer, APC and contractors to avoid possible delays

Important Points:

- All input distances greater than 200 feet are available by quote only
- Input distances are actual measurements from electrical supply to InfraStruXure™ Solution (including up walls, across ceilings, etc). Not to be measured by eye

Contact your Local APC Global Services Group for more details and pricing.



Load Bank Test

InfraStruXure™ Type A & B

APC's Load Bank Test for InfraStruXure™ Type A & B systems is offered to provide confirmation of UPS system integrity and ability to effectively support 100% of rated load in Normal Operation, Bypass Operation and Battery Operation. APC strongly recommends that this service be purchased and performed at time of Initial Start-Up and at any time the customer desires evidence of UPS ability to support 100% of rated load.

Benefits to Customer:

- Assures functionality and reliability of UPS system components under full load and a series of varying load steps including main input breakers
- Provides assurance that UPS output will meet product specifications in all modes of operation
- Provides tangible proof that the system will support full load in all modes of operation
- Provides assurance that the battery plant will support full load in case of incoming mains failure
- Provides the peace of mind that your system is operational to manufacturers specifications

Important Points:

- The Load Bank Test for InfraStruXure™ Type A & B systems must be purchased and performed with a scheduled service such as Start-Up or Preventative Maintenance
- Load Bank Test Service report will be provided to the customer upon completion of service
- Symmetra® PX40kW systems require the optional Load Test Port be ordered at time of UPS purchase (load bank port is not field installable)
- Load Bank Testing is possible without the Test Port but requires custom AGS service quote and UPS power down for load bank connect and disconnect
- Customer loads must be powered off or placed on maintenance bypass power during testing

APC Terms and Conditions

AGS Product Guide

APC Terms and Conditions:

What do I do if my customer wants to modify the terms and conditions?

Contact your service ISR with the customer's terms and conditions. The inside sales representative will work with APC's legal council, Dina Raymond, to come to an agreement. If you know that your customer will want different terms, it is best to get this information to APC as soon as possible, since negotiation can take awhile.

*See Standard Terms & Conditions below

AGS Product Guide

THESE TERMS AND CONDITIONS ARE INCLUDED WITH ALL CONTRACTS FOR SERVICES PURCHASED FROM APC. PLEASE READ THIS AGREEMENT AND THESE TERMS AND CONDITIONS CAREFULLY.

In this agreement "Customer" or "you" means the end user customer purchasing services and "we" means American Power Conversion Corporation, or any of its affiliates that you may be doing business with (hereinafter either collectively or individually also referred to as "APC").

This is an important document and affects your rights and obligations. It also includes exclusions and limitations that apply to you. The terms and conditions may be subject to change by APC without notice.

This Agreement may not be supplemented, altered or modified by the use of any other documents or oral communications unless agreed in writing by APC. THIS AGREEMENT APPLIES TO YOUR PURCHASE UNLESS YOU NOTIFY APC IN WRITING THAT YOU DO NOT AGREE TO THIS AGREEMENT WITHIN 30 DAYS AFTER YOU RECEIVE THIS AGREEMENT AND YOU CANCEL SERVICES UNDER APC'S REFUND POLICY. THIS AGREEMENT CONTAINS A DISPUTE RESOLUTION CLAUSE. PLEASE SEE BELOW. SOME COUNTRIES, TERRITORIES, LOCALITIES OR STATES, AS APPLICABLE, DO NOT ALLOW LIMITATIONS ON WARRANTIES, THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON CANCELLATIONS OR REFUNDS SO SUCH LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. IT IS APC'S INTENT TO MAKE SUCH LIMITATIONS AND EXCLUSIONS IN THESE TERMS AND CONDITIONS TO THE FULLEST EXTENT ALLOWED UNDER ANY APPLICABLE LAW.

1. *"Entitlements"* The only services to be provided to you will be those specified in the APC Entitlement Certificate which you receive when you purchase a service. You are only entitled to one service per one specific product item. This is called a service "Entitlement" for your product. Multiple products require multiple Entitlements. An Entitlement allows you to pre-purchase a service plan for your product to become effective after your factory warranty expires or purchase a service plan to provide you with services that supplement your factory warranty. An Entitlement does not replace the factory warranty on your product. Your factory warranty is NOT an "Entitlement" as defined in these terms and conditions. Some Entitlements are not available in all areas outside of the continental U.S. and Western Europe.

2. *Limitations.* Entitlements are not refundable after the initial thirty (30) day period following your purchase of the Entitlement unless otherwise indicated in the *Cancellation Policy* below. **To activate your Entitlement you will be required to register your product.** You have thirty (30) days from the date of purchase to register your product. You will not be eligible for your Entitlement until your product is registered. If you do not register your product using one of the approved methods listed herein, you will not be entitled to any service from APC.

TRANSFER / ASSIGNMENT:

Entitlements may be transferred or assigned with the transfer or assignment of the product it was purchased for, PROVIDED THAT, any transferee or assignee must agree to these terms and conditions and show their agreement by reregistering the product and continuation of Entitlement using the approved methods above.

Entitlements for certain "3 phase" products may NOT be transferred or assigned with the transfer or assignment of the product if there has been a relocation or movement of such installed product

Cancellation Policy. THIS CANCELLATION POLICY DOES NOT APPLY TO SERVICES THAT HAVE ALREADY BEEN PERFORMED OR PRODUCTS THAT HAVE ALREADY BEEN USED. APC will accept a cancellation of an Entitlement within 30 days from the day the product is purchased. A full refund will be made for cancellations made within the initial thirty (30) day period. Cancellations will be processed at your original point of purchase. To cancel an Entitlement, you will need the same information that is required for registration of an Entitlement. Please refer to your original point of purchase for further details. Some refunds for Entitlements that provide replacement product may require that the applicable product be returned prior to issuance of any refund. Shipping and handling charges are not refundable. No refunds will be issued after the initial thirty (30) day period, unless required by applicable law, in which such case legally required refunds will be pro-rated. Any such

cancellation shall not affect the factory warranty that accompanies new Product. SOME COUNTRIES, TERRITORIES, LOCALITIES OR STATES, AS APPLICABLE, DO NOT ALLOW LIMITATIONS ON CANCELLATIONS, THEREFORE YOUR RIGHTS UNDER THIS SECTION MAY VARY BASED ON LOCAL LAW.

REGISTRATION INSTRUCTIONS:

FOR ANY SERVICE PURCHASED WITH AN ENCLOSED REGISTRATION KEY INCLUDING BUT NOT LIMITED TO CHARGEUPS	FOR OTHER SERVICES PURCHASED WITHOUT AN ENCLOSED REGISTRATION KEY
<p>STEP 1 - Fill out the <i>Mandatory Entitlement Registration Form</i> for your product enclosed with your product documentation.</p> <p>To properly fill out the <i>Mandatory Entitlement Registration Form</i> for your product, you will require the following:</p> <ul style="list-style-type: none"> ▲ The serial number of the hardware product the entitlement will cover (usually, found on the back of the unit) ▲ The registration key - part number and serial number of your service product (registration label). The information on this label MUST be transferred (copied) to your <i>Mandatory Entitlement Registration Form</i>. ▲ <i>FOR SYMMETRA ONLY:</i> frame, mim, rim, battery and power module serial numbers are required for Symmetra Entitlement registration. <p>STEP 2 - deliver your <i>Mandatory Entitlement Registration Form</i> to APC:</p> <p>Online via the Web - Go to http://warranty.apc.com; or</p> <p>By mail - and drop in the mail postage free; or</p> <p>By fax - and fax to the number indicated on your <i>Mandatory Entitlement Registration Form</i>.*</p>	<p>STEP 1 - Fill out the <i>Mandatory Entitlement Registration Form</i> for your hardware product which will be mailed to you once APC receives your order</p> <p>To properly fill out the <i>Mandatory Entitlement Registration Form</i> for your hardware product, you will require the following:</p> <ul style="list-style-type: none"> ▲ The serial number of the hardware product the entitlement will cover (usually, found on the back of the unit) ▲ <i>FOR SYMMETRA ONLY:</i> frame, mim, rim, battery and power module serial numbers are required for Symmetra Entitlement registration. <p>STEP 2 - deliver your <i>Mandatory Entitlement Registration Form</i> to APC:</p> <p>By mail - and drop in the mail postage free; or</p> <p>By fax - and fax to the number indicated on your <i>Mandatory Entitlement Registration Form</i>.*</p>

*Please allow up to seven (7) business days for registration processing.

3. *General Conditions of Entitlements.*

- ▲ The operation of a product in environmental conditions outside the limits specified in the product's accompanying documentation shall void an Entitlement. Entitlements also do not apply where the APC hardware and/or software product has been combined with a non-APC product that is incompatible with the specifications of the APC hardware and/or software product.
- ▲ If, in APC's opinion, the product fails to meet published specifications and the defect is within the terms of Entitlement, the defective part(s) will be repaired or replaced at the sole option of APC with no charge for parts or service personnel labor. Any product or part repaired or replaced pursuant to Entitlement will be warranted for the longer of 30 days or the unexpired portion of the original service plan and subject to all terms thereof.
- ▲ Entitlement does not apply to product that has been subjected to neglect,

AGS Product Guide

accident, abuse, misuse, misapplication, connection or wiring which does not conform to applicable local, state and national electrical codes, or that has been subject to repair or alteration not authorized in a prior writing by APC.

- ▲ Entitlements do not confer any right upon Customer for free upgrades of product or product software.
- ▲ Not included in any Entitlement is repair of product damage caused by Customer relocation or movement of installed product.
- ▲ Entitlements do **not** include electrical installation and wiring, or software or accessory integration.
- ▲ Entitlements may only be administered by APC Authorized personnel.

4. *Conditions for Certain Entitlements.* - Please consult the Entitlement product definitions at the end of this document to ascertain applicability of these limitations to your Entitlement:

- ▲ If no installation by-pass switch has been installed by Customer prior to the performance of any Entitlement, it may be necessary to power down all equipment which depends on electricity from the circuit on which work is being performed. Customer must make time available during regular business hours for the shut down to take place and for the services to be performed. Customer is reminded that where there is an installation by-pass switch and it is engaged, or where the product is inoperative, the product does not provide any protection against interruptions or irregularities in, or loss of, electrical power.
- ▲ If an APC authorized engineer installs a replacement part, the removed part becomes property of APC as soon as it is detached from the Customer product. Where an APC authorized engineer installs a spare part belonging to Customer during repair of a product, APC shall supply a free replacement for that item to Customer. APC authorized engineers are authorized to install only replacement parts specified by APC. APC will take possession of spent or defective parts and batteries for which it has provided replacements and will properly dispose of them at no additional cost to Customer.
- ▲ Customer will be charged current APC list price for any replacement parts and batteries required during preventive maintenance or an emergency service visit, unless parts and batteries are covered by factory warranty or the associated Entitlement. APC will charge Customer for delivery of the replacement parts and batteries to the site and for the installation of the replacement parts and batteries at the current hourly rates, unless parts and batteries are covered by factory warranty or the associated Entitlement. APC will take possession of spent or defective parts and batteries for which it has installed replacements and will properly dispose of them at no additional cost to Customer.
- ▲ If, within the longer of (a) 90 days of performance of scheduled maintenance or any site service visit, or (b) the unexpired portion of a factory warranty or Entitlement, there should appear any material defect in a replacement part installed by APC, or should there appear any malfunction which was caused solely by APC's improper performance of maintenance services, then APC will at its option repair or replace the defective part and/or again perform the maintenance services at no additional cost to Customer. However, if such part or service is subsequently found and documented to be not defective, APC shall be entitled to recover its related costs using current hourly billing rates, travel expenses, and regular parts prices, as may be appropriate. In order to exercise its rights under this clause, Customer must notify APC within 7 days of the date when such material defect appeared, or should reasonably have been discovered.

5. *Termination.* APC reserves the right to terminate any Entitlement for non-payment or late payment. Unless otherwise agreed by APC in writing, payment for each Entitlement will be made in advance in one lump sum. All fees are exclusive of sales tax, VAT and/or other required charges, which will be payable by Customer at the appropriate rate. APC reserves the right to terminate its obligations under any Entitlement for any reason whatsoever upon fifteen (15) days written notice to Customer and full refund of amounts paid by Customer for Entitlement. Any such termination shall not affect the factory warranty that accompanies new Product.

6. To the extent permitted by local law, should any unforeseen action by a local or

national government, regulatory agency, or other body with similar official powers cause a material increase in the cost to APC of performing its obligations under any existing Entitlement, APC reserves the right to similarly pass any such increases through to Customer. APC shall be entitled to delay performance of its obligations under this Entitlement to the extent that it is prevented from, hindered or delayed in performing its obligations due to any circumstances beyond its reasonable control including, but not limited to strikes, lock-outs, accidents, war, fire, reduction in or unavailability of power, breakdown in machinery, shortage of parts or materials from normal sources of supply, acts of God, flood, acts of violence, acts of terrorism, or other similar event.

7. *Liability.* APC will reimburse Customer for personal injury or property damages directly caused by negligence of APC, its employees, service providers or agents.

APC Services. APC warrants that services performed under an Entitlement will be performed in accordance with recognized professional standards. Should APC's services fail to comply with such standards, APC will re-perform such deficient services at no cost. APC's liability for any and all claims arising out of or in connection with its warranty hereunder, shall be limited to those claims of which APC has received written notification within thirty (30) days following the completion of the specific services giving rise to the claim. **THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED AND APC EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES AND REPRESENTATIONS, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

STANDARD FACTORY WARRANTY SERVICE – GENERAL INFORMATION

THE LIMITED APC FACTORY WARRANTIES ARE STATED ON THE LIMITED WARRANTY CARD, PRODUCT MANUAL, OR DOCUMENTATION ACCOMPANYING EACH PRODUCT AND ON APC'S WEB SITE WWW.APC.COM. THOSE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM COUNTRY TO COUNTRY (OR JURISDICTION TO JURISDICTION.)

During the warranty period, APC or your reseller, if approved by APC to provide warranty service, provides without charge certain types of repair and exchange service to keep Products in, or restore them to, conformance with their specifications. APC or your reseller will inform you of the available types of service for a Product based on its country of installation. At its discretion, APC or your reseller will 1) either repair or exchange the defective Product or 2) provide the location of an authorized service center who will either repair or exchange the defective Product. To obtain service under a warranty you must obtain a Returned Material Authorization (RMA) number from customer support (see the **Service** section of the **User's Manual**) after following the Trouble Shooting and Before You Call Guidelines below. Products must be returned with transportation charges prepaid and must be accompanied by a brief description of the problem encountered and proof of date and place of purchase.

International Warranty Service

If are in a country or region where your system will be serviced by an APC authorized reseller authorized to perform warranty service, warranty service is available during the warranty period through a service delivery method such as return to closest depot or carry-in to closet repair depot provided in the servicing country or region. Service methods and procedures vary by country or region, and some service or parts might not be available in all countries and regions. Service centers in certain countries or regions might not be able to service all models of a particular machine type. In addition, some countries or regions might have fees and restrictions that apply at the time of service.

If you are in a country or region where your system will be serviced by an APC authorized reseller authorized to perform warranty service and you do not wish to return the Product to the closest depot or carry-in to closet repair depot provided in the servicing country or region, you may purchase on-site repair services at time and material rates, under the associated time and material terms and conditions, listed below.

Trouble Shooting and Before You Call Guidelines

Before you call

Before you call, make sure that you have taken these steps to try to solve the problem yourself.

AGS Product Guide

- _ Check all cables to make sure that they are connected.
- _ Check the power switches to make sure that the system is turned on.
- _ Use the troubleshooting information in your system documentation, and use the diagnostic tools that come with your system.
- _ Go to the APC Support Web site at <http://www.apc.com/support/> to check for technical information, hints, tips, and new device drivers.
- _ Use an APC discussion forum on the APC Web site to ask questions.

Using the documentation

Information about your APC system and preinstalled software, if any, is available in the documentation that comes with your system. That documentation includes printed manuals, online manuals, README files, and help files. See the troubleshooting information in your system documentation for instructions for using the diagnostic programs. The troubleshooting information might tell you that you need additional or updated device drivers or other software. APC maintains pages on the World Wide Web where you can get the latest technical information and download device drivers and updates. To access these pages, go to <http://www.apc.com/support/> and follow the instructions.

Getting help and information from the World Wide Web

On the World Wide Web, the APC Web site has up-to-date information about products, services, and support. You can find service information for your APC products, including supported options, at <http://www.apc.com/support>. The support page has many sources of information and ways for you to solve problems, including:

- _ Downloading the latest device drivers and updates for your products
- _ Viewing Frequently Asked Questions (FAQ)
- _ Viewing hints and tips to help you solve problems
- _ Participating in APC discussion forums
- _ Setting up e-mail notification of technical updates about your products

When you call

Please have the following information ready when you call:

- _ The machine type and model of your APC hardware product (if available)
- _ Serial numbers of your APC hardware products
- _ A description of the problem
- _ The exact wording of any error messages
- _ Hardware and software configuration information

On-Site Warranty Repair Services

During the applicable warranty period, you may purchase on-site repair services at time and material rates, under the following time and material terms and conditions:

1. The only services to be provided are those specified in the Estimate and will be performed on an "as available best endeavor" basis.
2. All incurred Expenses will be billed in addition to the per call service charges and the applicable hourly rates. Expenses are defined as airfare, taxi, train, car rental, tolls, parking, meals, hotel/motel, and any other expenses required in providing requested services.
3. Labor rates will be charged to the customer in one (1) hour increments.
4. The costs for service listed on the Estimate are an estimate ONLY. If escalation is required due to unrevealed damage, APC shall be entitled to recover any additional costs related to the escalation of service at rates as may be appropriate.
5. When a pre-arranged visit to Customer site has been scheduled with APC and the responding Engineer is unable to perform the requested work because of circumstances beyond Engineer's control, and no request for cancellation of the scheduled visit has been made at least 48 hours prior to scheduled arrival time, Customer will be charged the then-applicable minimum per call charge and hourly rates for time expended plus any reasonable related expenses as defined in section four (4) above, unless such preclusive conditions are unforeseeable by, and beyond the reasonable control of, Customer. A return visit will be re-scheduled as soon as practicable, subject to pre-existing APC commitments. Examples of conditions that would require a return visit include, but are not limited to, inadequate site or operational readiness or preparation; false, unjustified or unauthorized service requests, inaccurate instructions, inaccessibility of the site or Hardware, or unsafe working conditions.
6. Replacement parts and/or sub-assemblies shall be either new or refurbished at the discretion of APC. Only parts used to restore the customers' system to working condition will be billed to the customer. Replacement parts will be billed at current APC repair exchange rate provided the part or sub-assembly replaced is determined repairable by APC. Parts and/or sub-assemblies deemed not repairable by APC will be

charged to the customer at current APC list price. Customer will be charged current APC list price for any replacement batteries, fuses, or non-repairable parts required during service visit. APC will charge Customer for delivery of the replacement parts and batteries to the site and for the installation of the replacement parts and batteries at the current hourly rates. APC will take possession of unused and spent or defective parts and batteries for which it has installed replacements and will properly dispose of them at no additional cost to Customer.

7. At its' option, APC may offer the Customer an option to purchase a scheduled maintenance program, as described by APC, provided, (1) Customer purchases and Authorizes a Preventative Maintenance Service to be performed on the same visit as the service and (2) Customer purchases and authorizes all corrective actions and recommended parts and/or battery replacements as determined by APC at time of Service.

8. If, within 90 days of performance of the service, there should appear any material defect in a replacement part installed by APC, or should there appear any malfunction which was caused solely by APC's improper performance of maintenance services, then APC will at its option repair or replace the defective part and/or again perform the maintenance services at no additional cost to Customer. However, if such part or service is subsequently found and documented to be not defective, APC shall be entitled to recover its related costs using current standard service charges, hourly billing rates, travel expenses, and regular parts prices, as may be appropriate. In order to exercise its rights under this clause, Customer must notify APC within 7 days of the date when such material defect appeared, or should reasonably have been discovered.

9. Unless otherwise agreed by APC in writing, payment for each Service Visit and all parts shipping costs will be billed to the Customer's Purchase Order or Credit Card listed by Customer on the Estimate Authorization. All fees are exclusive of shipping costs, sales tax, VAT, and/or other required charges, which will be payable by Customer at the appropriate rate. Terms of payment are Net 30 days.

THESE TERMS AND CONDITIONS ARE INCLUDED WITH ALL STANDARD FACTORY WARRANTIES ISSUED BY APC ON PRODUCTS PURCHASED FROM APC AND ALL SERVICE ENTITLEMENTS PURCHASED FROM APC. PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY.

OTHER THAN THE EXPRESS WARRANTY IN THE APC LIMITED FACTORY WARRANTY ACCOMPANYING EACH PRODUCT OR AS STATED FOR SERVICES IN THESE TERMS AND CONDITIONS, APC MAKES NO ADDITIONAL WARRANTIES, EXPRESS OR IMPLIED, UNDER ANY ENTITLEMENT AND HEREBY DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE. APC NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

IN NO EVENT, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) OR OTHER LEGAL THEORY SHALL APC, ITS OFFICERS, DIRECTORS, AFFILIATES OR EMPLOYEES BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, USE, PERFORMANCE, FAILURE OR INTERRUPTION OF THE PRODUCTS PURCHASED. TO THE EXTENT PERMITTED BY APPLICABLE LAW, THE MAXIMUM LIABILITY OF APC FOR DAMAGES HEREUNDER SHALL NOT EXCEED THE AMOUNTS ACTUALLY PAID TO APC BY CUSTOMER.

SOME COUNTRIES, TERRITORIES, LOCALITIES OR STATES, AS APPLICABLE, DO NOT ALLOW LIMITATIONS ON HOW LONG A WARRANTY LASTS, IMPLIED WARRANTIES, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO SUCH LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. IT IS APC'S INTENT TO MAKE SUCH LIMITATIONS AND EXCLUSIONS IN THESE TERMS AND CONDITIONS TO THE FULLEST EXTENT ALLOWED UNDER ANY APPLICABLE LAW

8. *Dispute Resolution.* THE RIGHTS AND OBLIGATIONS OF THE PARTIES UNDER THIS AGREEMENT SHALL NOT BE GOVERNED BY THE PROVISIONS OF THE 1980 UNITED NATIONS CONVENTION ON CONTRACTS FOR THE INTERNATIONAL SALE OF GOODS. ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING,

AGS Product Guide

PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT AND EQUITABLE CLAIMS) AGAINST APC, ITS AGENTS, EMPLOYEES, SUCCESSORS, ASSIGNS OR AFFILIATES (ARISING FROM OR RELATING TO THIS AGREEMENT, ITS INTERPRETATION, OR THE BREACH, TERMINATION OR VALIDITY THEREOF, THE RELATIONSHIPS WHICH RESULT FROM THIS AGREEMENT (INCLUDING, TO THE FULL EXTENT PERMITTED BY APPLICABLE LAW, RELATIONSHIPS WITH THIRD PARTIES WHO ARE NOT SIGNATORIES TO THIS AGREEMENT), SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION PROVIDED, HOWEVER, THAT THIS BINDING ARBITRATION REQUIREMENT DOES NOT APPLY TO CLAIMS AGAINST APC ARISING UNDER THE APPLICABLE WRITTEN FACTORY WARRANTY. SUCH CLAIMS MAY BE PURSUED IN ANY COURT OF COMPETENT JURISDICTION.

FOR CONSUMER PURCHASES IN NORTH AMERICA: Arbitration shall be Administered By The National Arbitration Forum (NAF) under its Code of Procedure then in effect (available via the Internet at <http://www.arb-forum.com>, or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between Customer and APC. Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Information may be obtained and claims may be filed with the NAF at P.O.

Box 50191, Minneapolis, MN 55405.

FOR NON-CONSUMER PURCHASES IN NORTH AMERICA: Arbitration shall be administered under the Commercial Rules of the American Arbitration Association ("AAA") then in effect. Any arbitration proceeding shall take place in Boston, Massachusetts and shall apply the laws of the Commonwealth of Massachusetts.

EUROPE: Arbitration shall be administered by the Commercial Arbitration Rules of the International Chamber of Commerce ("ICC") then in effect. For resolution of any Dispute, the parties shall select three (3) arbitrators in accordance with such ICC rules. Any arbitration proceeding shall take place in London, England and shall apply the laws of England. All arbitration proceedings hereunder shall be conducted in English.

ASIA-PACIFIC: Arbitration shall be administered by the Commercial Arbitration Rules of the International Chamber of Commerce ("ICC") then in effect. For resolution of any Dispute, the parties shall select three (3) arbitrators in accordance with such ICC rules. Any arbitration proceeding shall take place in Sydney, Australia and shall apply the laws of Australia. ALL ARBITRATION PROCEEDINGS HEREUNDER SHALL BE CONDUCTED IN ENGLISH.

DEFINITIONS

"APC Factory Trained Installer" – is defined as an individual who has taken part in and passed qualifying examinations for classroom style and hands on training, provided and designed by APC, for the sole purpose of being granted Factory Trained designation. It is the sole responsibility of APC to determine which individuals qualify for this designation. APC may at any time at its sole discretion revoke the award, thereby causing such individuals to no longer be identified as qualified Factory Trained Installers. APC Factory Trained Installers may be either direct employees of APC, or may be employees of companies who have fully executed service partner agreements on file with APC. Individuals who may have previously been qualified for Factory Trained Installer designation, but who no longer work for a company with a fully executed service partner agreement no longer qualify as an APC Factory Trained Installer.

"APC Field Service Engineer" or "APC FSE" – is defined as an individual who has taken part in and passed qualifying examinations for classroom style and hands on training, provided and designed by APC, for the sole purpose of being granted Field Service Engineer designation. It is the sole responsibility of APC to determine which individuals qualify for this designation. APC may at any time at its sole discretion revoke the award, thereby causing such individuals to no longer be identified as qualified APC Field Service Engineers. APC Field Service Engineers may be either direct employees of APC, or may be employees of companies who have fully executed service partner agreements on file with APC. Individuals who may have previously been qualified for FSE designation, but who no longer work for a company with a fully executed service partner agreement no longer qualify as an APC FSE.

Assembly Service: This service provides an APC Factory Trained Installer to properly unpack, inspect, position and assemble all components of an InfraStruXure Solution in preparation of final input wiring and system Start Up. Labor and travel expenses are included. **THIS SERVICE DOES NOT INCLUDE** electrical or mechanical installation, nor does it include Start Up or Commissioning services. The APC Factory Trained Installer will unpack and perform a visual inspection of all components to ensure that all equipment required on the CTO report has been received and is undamaged, then will position the equipment within the installation site and install APC components only in rack or frame. Customers requiring migration or installation of non-APC components must purchase Network Integration Services. In addition, APC personnel will remove all packing materials to the customers' disposal area or container. APC will not arrange for an additional trash pick up from the customer's vendor nor will APC arrange trash removal from an outside company.

Start Up Service: This service provides an APC Authorized Engineer to verify proper wiring of the system, energize the APC hardware, and provide the customer with approximately one half hour of basic operator training on the system started up. During the start up a comprehensive suite of diagnostic tests is performed on the installed hardware to ensure that it is functioning according to APC factory specifications in all modes of operation. Labor and travel expenses are included. **THIS SERVICE DOES NOT INCLUDE** electrical installation of the system, or integration of software and /or accessories, nor does it include assembly or racks, cabinets or frames associated with

the solution. Customers requiring electrical installation, software integration, assembly services or more comprehensive training may purchase those services at standard rates.

External Battery Startup Service: This service is designed specifically for APC standard external battery solutions connected to APC UPSs, which have been shipped to the customer location *pre-assembled*. An APC Authorized Engineer will energize and check the functionality of the battery system in all modes of operation to ensure compliance with APC specifications. **THIS SERVICE DOES NOT INCLUDE** electrical installation and wiring or connection of battery cabinet to UPS if UPS and battery layout is not as defined in the UPS installation manual, nor does it include assembly of external battery cabinets if cabinets have been shipped unassembled. This service is not applicable to wet cell batteries or non-APC supplied batteries. Start Up Services for wet cell batteries are available by quote only.

External Battery Installation Services: This service is designed specifically for APC standard external battery solutions connected to APC UPSs, which have been shipped to the customer location *unassembled*. This service provides an APC Authorized Engineer to assemble external battery cabinets, install external batteries into battery frames and to wire the external battery cabinet to the applicable UPS. The APC Authorized Engineer will then energize and check the functionality of the battery system in all modes of operation to ensure compliance with APC specifications. **THIS SERVICE DOES NOT INCLUDE** electrical installation and wiring or connection of battery cabinet to UPS if UPS and battery layout is not as required and illustrated in the UPS installation manual. This service is not applicable to wet cell batteries or non-APC supplied batteries. Start Up Services for wet cell batteries are available by quote only.

Preventive Maintenance Service: This service provides a single site visit designed to examine the status and health of the installed UPS, with applicable internal assemblies, or air conditioning unit and to upgrade firmware as needed. Customers wanting additional site visits must purchase additional visits at standard rates. An APC Authorized Engineer will perform a visual and electronic inspection of hardware to ensure that the system is performing to all defined technical and environmental specifications, and will make adjustments as needed. Labor and travel expenses are included. **THIS SERVICE DOES NOT INCLUDE** replacement parts. If it is discovered that parts are needed at the time of a PM visit, and the unit is not covered by either factory warranty or an alternate extended services entitlement that does cover parts, the customer may purchase parts at standard rates.

External Battery Preventive Maintenance Service: This service provides a single site visit to examine the status and health of installed external batteries. Customers wanting additional site visits must purchase additional visits at standard rates. The service is available for APC approved external batteries only. External batteries will only be APC approved if they were installed and started up as part of an APC authorized installation. An APC Authorized Engineer will perform a visual and electronic inspection of hardware to ensure that the system is performing to all defined technical and environmental specifications, and will make adjustments as needed. Labor and travel expenses are included. **THIS SERVICE DOES NOT INCLUDE**

AGS Product Guide

replacement parts. If it is discovered that parts are needed at the time of a PM visit, and the unit is not covered by either factory warranty or an alternate extended services entitlement that includes parts, the customer may purchase parts at standards rates. This service is not applicable to wet cell batteries or non-APC supplied batteries. Preventive Maintenance Services for wet cell batteries are available by quote only.

1 Year Extended Warranty: This warranty extends the factory warranty of the unit as defined in the applicable user manual for a period of 1 year as well as adding next business day delivery of replacement parts, modules or unit at no extra shipment charge. Business days are defined as Monday through Friday, 9am to 5pm local time. The Extended Warranty must be purchased before the expiration of the standard factory warranty. If the Extended Warranty is not purchased before the expiration of the standard factory warranty, the customer must purchase and cause to be performed one Preventive Maintenance visit in order to activate the Extended Warranty entitlement. **THIS SERVICE DOES NOT INCLUDE** on site service. Customers requiring an APC Authorized Field Service Engineer on site to repair or replace parts or systems must purchase an On Site service entitlement for the applicable unit.

1 Year On-Site Service – Best Endeavor Response Time: This service provides 1 year on-site service on APC hardware only. An APC Authorized Engineer will arrive on-site to diagnose or repair APC hardware. Determining the necessity of a service visit is the sole responsibility of APC. If APC determines that a service visit is not required to diagnose or repair the equipment in question, there will be no dispatch of an APC FSE to the customer facility. Parts, labor and travel are all included in this entitlement. The response time to on-site service calls is Best Endeavor. Best Endeavor means APC will put forth best efforts to resolve customer issues in a reasonable amount of time, allowing that 4 Hour, Next Day and Next Business Day entitlements take precedence over Best Endeavor entitlements. **“Best Endeavor On Site Service” does not mean or imply** that APC will repair or replace the effected system within a specified time of a customer call to technical support reporting a problem or error. Nor does it mean or imply that parts to repair the affected system will be delivered within the On Site service time frame. In order to expedite repair on affected systems, it is highly recommended that the customer purchase a Spare Parts Kit to remain on location with the specified unit. Purchase of a Spare Parts Kit increases the likelihood that necessary parts are immediately available to the APC authorized engineer assigned to repair the system. Any equipment bearing serial numbers other than those listed on the certificate issued for this entitlement are not covered under an on site service entitlement and will not be offered services under the definition listed above. Should service be required on any equipment bearing serial numbers other than those listed on the entitlement certificate, service will be available on a time and materials basis at the rate available on that day. The On-Site Service contract must be purchased before the expiration of the standard factory warranty. In order to renew an on site service entitlement, the customer must purchase and cause to be performed a minimum of 1 Preventive Maintenance visit per year.

1 Year On-Site Service – Next Business Day Response Time: This service provides 1 year on-site service on APC hardware only. An APC Authorized Engineer will arrive on-site during the next business day to diagnose or repair APC hardware. Determining the necessity of a service visit is the sole responsibility of APC. If APC determines that a service visit is not required to diagnose or repair the equipment in question, there will be no dispatch of an APC Authorized FSE to the customer facility. Parts, labor and travel are all included in this entitlement. The response time for on-site service calls is Next Business Day. Business days are defined as Monday through Friday 9AM to 5PM local time. Customer calls received by APC Technical Support will result in a Field Service Engineer arriving at the customer location by 5:00PM local time the next calendar business day. **“Next Business Day On Site Service” does not mean or imply** that APC will repair or replace the effected system within a specified time of a customer call to technical support reporting a problem or error. Nor does it mean or imply that parts to repair the affected system will be delivered within the On Site service time frame. In order to expedite repair on affected systems, it is highly recommended that the customer purchase a Spare Parts Kit to remain on location with the specified unit. Purchase of a Spare Parts Kit increases the likelihood that necessary parts are immediately available to the APC authorized engineer assigned to repair the system. Any equipment bearing serial numbers other than those listed on the certificate issued for this entitlement are not covered under an on site service entitlement and will not be offered services under the definition listed above. Should service be required on any equipment bearing serial numbers other than those listed on the entitlement certificate, service will be available on a time and materials basis at the rate available on that day. The On-Site Service contract must be purchased before the expiration of the standard factory warranty. In order to renew an on site service entitlement, the customer must purchase and cause to be performed a minimum of 1

Preventive Maintenance visit per year.

1 Year On Site Service - Next Day Response Time: This service provides 1 year on site service on APC hardware only. An APC Authorized Field Service Engineer will arrive at the customer’s facility during the next day after receiving the customer call to initiate a service visit to diagnose or repair the APC equipment covered under this entitlement. Determining the necessity of a service visit is the sole responsibility of APC. If APC determines that a service visit is not required to diagnose or repair the equipment in question, there will be no dispatch of an APC Authorized FSE to the customer facility. Parts, labor and travel are included in this entitlement. Customer calls received by APC Technical Support will result in a Field Service Engineer arriving at the customer location by 5:00PM local time the next calendar day. **“Next Day On Site Service” does not mean or imply** that APC will repair or replace the effected system within a specified time of a customer call to technical support reporting a problem or error. Nor does it mean or imply that parts to repair the affected system will be delivered within the On Site service time frame. In order to expedite repair on affected systems, it is highly recommended that the customer purchase a Spare Parts Kit to remain on location with the specified unit. Purchase of a Spare Parts Kit increases the likelihood that necessary parts are immediately available to the APC authorized engineer assigned to repair the system. Any equipment bearing serial numbers other than those listed on the entitlement certificate are not covered under an on site service entitlement and will not be offered services under the definition listed above. Should service be required on any equipment bearing serial numbers other than those listed on the entitlement certificate, service will be available on a time and materials basis at the rate available on that day. The On-Site Service contract must be purchased before the expiration of the standard factory warranty. In order to renew an on site service entitlement, the customer must purchase and cause to be performed a minimum of 1 Preventive Maintenance visit per year.

1 Year On-Site Service – 4 Hour Response Time: This service provides 1 year of on-site service for APC hardware only. An APC Authorized Engineer will arrive at the customer’s facility within 4 hours of the time that it is determined a service visit is necessary to diagnose or repair the APC equipment covered under this entitlement. Determining the necessity of a service visit is the sole responsibility of APC. If APC determines that a service visit is not required to diagnose or repair the equipment in question, there will be no dispatch of an APC FSE to the customer facility. The cost of parts, labor and travel are all covered under this entitlement. With the purchase of an On Site Service contract the customer must purchase and cause to be performed a minimum of 1 Preventive Maintenance visit per year. 4 Hour On-Site Service DOES NOT mean or imply that APC will repair or replace the affected system within 4 hours of a customer call to technical support reporting a problem or error. Nor does it mean or imply that parts to repair the affected system will be delivered within 4 hours of the same call. In order to expedite repair on affected systems it is highly recommended that the customer purchase a Spare Parts Kit to remain on location with the specified unit. Purchase of a Spare Parts Kit increases the likelihood that necessary parts are immediately available to the APC authorized engineer assigned to repair the system. Any equipment bearing serial numbers other than those listed on the entitlement certificate are not covered under an on site service entitlement and will not be offered services under the definition listed above. Should service be required on any equipment bearing serial numbers other than those listed on the entitlement certificate, service will be available on a time and materials basis at the rate available on that day. The On-Site Service contract must be purchased before the expiration of the standard factory warranty. In order to renew an on site service entitlement, the customer must purchase and cause to be performed a minimum of 1 Preventive Maintenance visit per year.

7x24x365 Telephone Technical Support: Live telephone technical support is available 24 hours per day, 7 days per week, 365 days per year. Telephone support engineers will generate a case number, troubleshoot the unit, dispatch spare parts, dispatch an APC Authorized Field Service Engineer, or escalate to subject matter experts when required. It is the sole responsibility of APC to determine the need for the completion of any of the before mentioned activities. If APC determines there is no need to initiate these activities, none will be performed. APC Technical support requires a customer representative who is familiar with the unit in question to be on site and in the location of the customer’s solution, to provide the support engineer with the required information to research the solution entitlements and troubleshoot the unit. APC Technical Support will not troubleshoot the unit or commit to any further activities if there is no customer representative on site with the unit in question.

AGS Product Guide

APC Life Support Policy

American Power Conversion Corporation (APC) and its affiliates and subsidiaries worldwide do not recommend the use of any of their products in life-support applications where failure or malfunction of the APC product can be reasonably expected to cause failure of the life-support device or to significantly affect its safety or effectiveness. APC does not permit the use of any of its products in direct patient care. APC will not knowingly sell its products for use in such applications unless the life-support system or direct patient care device is part of a whole facility/building into which the UPS is integrated, and unless APC receives, in writing, assurances satisfactory to APC that:

a. The UPS system will be configured in a manner that will provide N+1 power redundancy to the critical load, b. The end-user customer assumes all risks and signs the *APC System Configuration and Use Form*, and c. The customer and operators of the APC UPS system agree to indemnify and hold APC and its affiliates and subsidiaries harmless for any and all claims arising out of the systems use in such applications.

The term *life-support device* includes but is not limited to neonatal oxygen analyzers, nerve stimulators (whether used for anesthesia, pain relief, or other purposes), autotransfusion devices, blood pumps, defibrillators, arrhythmia detectors and alarms, pacemakers, hemodialysis systems, peritoneal dialysis systems, neonatal ventilator incubators, ventilators (for adults and infants), anesthesia ventilators, infusion pumps, and any other devices designated as “critical” by the U.S. FDA.

Hospital-grade wiring devices and leakage current protection may be ordered as options on many APC UPS systems. APC does not claim that units with these modifications are certified or listed as hospital-grade by APC or any other organization. Therefore these units do not meet the requirements for use in direct patient care.

APC Product Quality

AGS Product Guide

Product Quality:

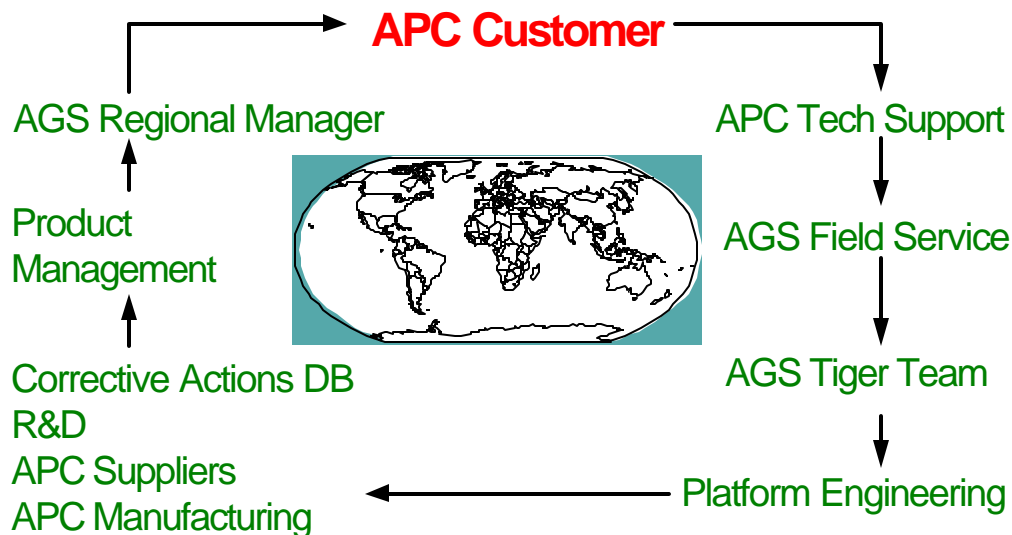
APC strives to deliver the highest quality product by documenting and maintaining controlled manufacturing processes. These processes include the following:

Defect Correction and Avoidance Process (DCA Process) The APC Defect Correction and Avoidance Process uses data collection and failure analysis to drive a 7-Step Corrective Action process. This process provides effective and team-oriented root cause analysis and defect prevention.

DCA Mission Statement:

To identify and remove the process barriers that prevent APC from attaining zero product defects. To make up-to-date global factory and field quality data instantly available in a consistent format to any APC employee anywhere in the world, and to document, improve, and communicate the process for using such information to improve customer satisfaction through rapid correction of defects and ultimately through defect prevention.

DCA Process



APC is registered by the ISO 9001 Quality Management Systems and ISO 14001 Environmental Control.

APC Customer Satisfaction

AGS Product Guide

Customer Satisfaction:

APC's overall goal is to achieve the highest level of customer satisfaction possible. All of our processes and our mission and vision statements target this goal.

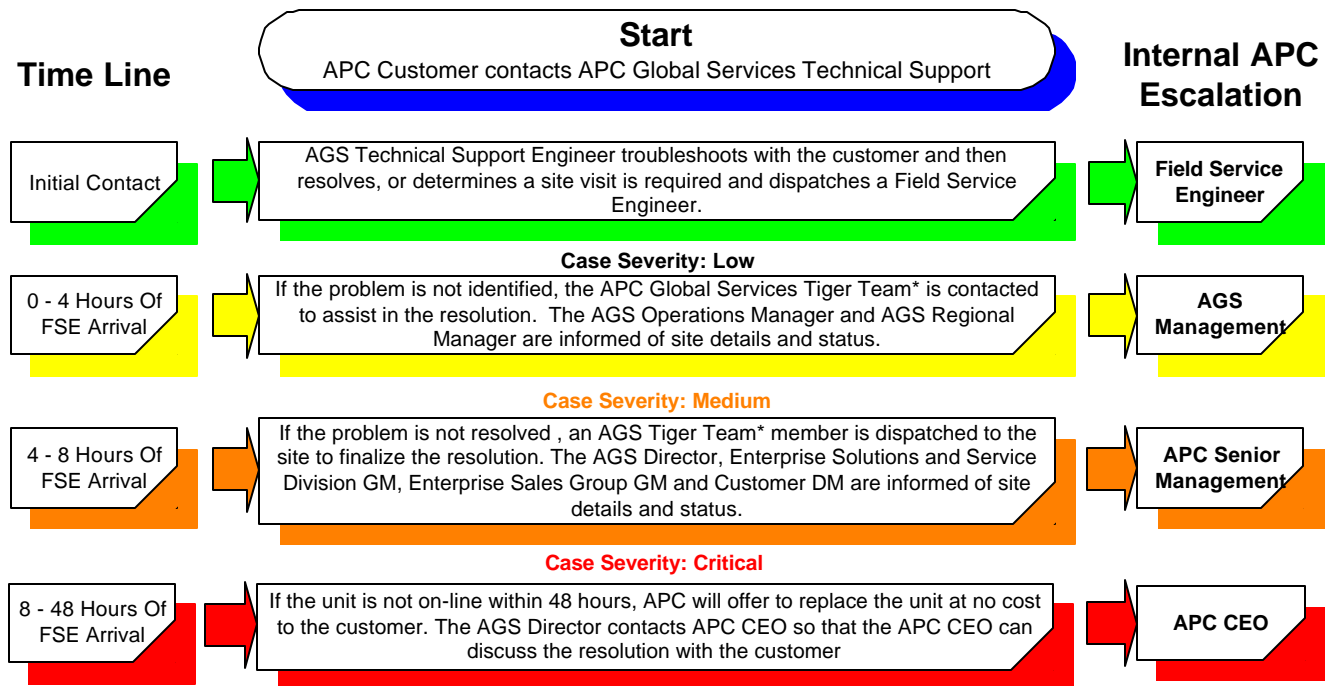
Customer Satisfaction Survey:

- Contract third party research company to conduct customer surveys after each on-site service visit
- Approximately twelve questions to gauge the success of each service visit
- Responses on a scale of 1-5
- APC's goal to consistently achieve overall rating of 4.6 or greater
- If customer rating less than 3, an APC Manager follows up to determine the required corrective action

Escalation Process:

APC has a well-defined escalation process that is in place to assure proper and timely escalation and resolution in case of a critical failure that would require more than dispatch of a Service Technician.

Escalation Process For AGS Contracted Customers



* Rapid response team of product experts

***APC Global Services Worldwide
Contact List***

AGS Product Guide

Below is a list of AGS personnel along with contact information and regional responsibility. Regional managers are your primary contact within AGS and should be your first source for any information related to AGS process and product. Please feel free to call them should you have any questions related to the service provided to your customers.

Carl Cottuli - General Manager, Systems		(401) 855-3372	carl.cottuli@apcc.com	
Paul Kavanagh - Director APC Global Services		x6842	paul.kavanagh@apcc.com	
AGS Business Unit				
Brian Casserly	Regional Product Manager, JPAA	612 9955 9366	brian.casserly@apcc.com	
Andy Cross	Chief Product Engineer	x 6840	andrew.cross@apcc.com	
Joanne Crownover	North American Service Sales Manager	(512) 266-0138	joanne.crownover@apcc.com	
Thomas Gosvig	Regional Product Manager, EMEA	+45 72 19 04 82	thomas.gosvig@apcc.com	
Kathleen Green	WW Communications Manager	x 2860	kathleen.green@apcc.com	
Tom Kiernan	WW Training Manager	x5453	tom.kiernan@apcc.com	
Sean King	Product Line Operations Manager	x 6653	sean.king@apcc.com	
John Petty	Product Line Manager, Batteries and Spares	x17753 in Billerica	john.petty@apcc.com	

NOTE: To obtain quotes for three phase Battery Replacement Services in NAM, including wet cell batteries, please contact Ben Harrison at (603)847-3788, or by email at ben.harrison@apcc.com.

AGS Product Guide

NAM			
Michael Cox - North American AGS Manager			
Paul Sisilli	Northeast - Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, Vermont, Canada - New Brunswick, Newfoundland, Ontario, Prince Edward Island, Quebec, Nova Scotia	(845)846-7040	paul.sisilli@apcc.com
Tom Siedlecki	South B - Delaware, Kentucky, Maryland, Pennsylvania, Virginia, West Virginia, District of Colombia	(410) 420-3516	tom.siedlecki@apcc.com
Mark Gee	Western - Alaska, Arizona, California, Hawaii, Idaho, Montana, Nevada, Oregon, Washington Canada=ALTA., BC, SASK., MAN	(949) 366-0811	mark.gee@apcc.com
David McDaniel	South A - Alabama, Arkansas, Florida, Georgia, Kansas, Louisiana, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Puerto Rico, Bahamas, Bermuda, Virgin Islands	(770)320-7190	david.mcdaniel@apcc.com
Steve Garbe	Midwest -Illinois, Indiana, Iowa, Michigan, Minnesota, Missouri, Nebraska, New Mexico, North Dakota, Ohio, South Dakota, Utah, Wisconsin, Wyoming, Colorado	(614) 447-1785	steven.garbe@apcc.com
Jeff St. Clair	Air Service Manager - All of NAM	(301) 514-4679	jeff.stclair@apcc.com
Bill Wilson	Professional Services - All of NAM	(401) 789-5735 x 6505	bill.wilson@apcc.com

AGS Product Guide

Service Coordinators				
Debra Belanger	Team Leader - Service Coordinators	x 6770	debra.belanger@apcc.com	
SC - Power				
Susan Geisser	Mid Atlantic - Delaware, Maryland, District of Columbia	x 6529	susan.geisser@apcc.com	
Julia Berman	Northeast - Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, Vermont Canada - Manitoba, New Brunswick, Newfoundland, Ontario, Prince Edward Island, Quebec, Nova Scotia	x6690		
Amanda Lee	Mid Atlantic - Kentucky, Pennsylvania, Virginia, West Virginia	X6515	amanda.lee@apcc.com	
Heidi Jantzen	Western - California	x 6845	heidi.jantzen@apcc.com	
Michelle Boisvert	Western - Alaska, Arizona, Hawaii, Idaho, Montana, Nevada, Oregon, Washington Canada - ALTA., BC, SASK.,	x 6514	michelle.boisvert@apcc.com	
Ashley Sipe	Southeast - Alabama, Florida, Georgia, North Carolina, South Carolina, Bahamas, Bermuda, Puerto Rico, Virgin Islands	x 6694	ashley.sipe@apcc.com	
Trevor Norton	Midwest - Illinois, Indiana, Michigan, Ohio, Wisconsin	x 6819	trevor.norton@apcc.com	
Lori Kane	Midwest - Colorado, Iowa, Minnesota, Missouri, Nebraska, New Mexico, North Dakota, South Dakota, Utah, Wyoming	x 6660	lori.kane@apcc.com	
SC - Air				
Sue Lepard	Northeast, Southeast, Mid-Atlantic	x6657	susan.lepard@apcc.com	
Wes Burhoe	Western and Mid-West	x6686	wes.burhoe@apcc.com	

AGS Product Guide

EMEA			
Alberto Abisso - EMEA AGS Manager			
Dominick Byrne	Ireland	+353 1 8486033 x220	dominick.m.byrne@apcc.com
John Fitzsimmons	UK		
Willem Van Der Zalm	Central - Austria, Belgium, Germany, Luxembourg, Netherlands, Switzerland	+31 30 2425472 x2912	willem.vanderzalm@apcc.com
Luis Le Martin	Iberia - Portugal, Spain		
John Speedtsberg	Northern - Denmark, Faroe Island, Finland, Greenland, Iceland, Norway, Sweden	+45 72190450	john.speedtsberg@apcc.com
Carlo Garbagnatti	Southern - Algeria, Andorra, Benin, Burkina, Burundi, Cameroon, Central Africa Republic, Chad, Comoros, Congo, Cyprus, Djibuti, Ethiopia, Faso, France, Gabon, Guinea, Greece, Isreal, Italy, Ivory Coast, Lybia, Madagascar, Mali, Malta, Mauritania, Mayotte, Monaco, Morocco, Niger, Reunion, Rwanda, San Marino, Senegal, Somalia, Turkey, Togo, Tunisia, Vatican City State, Zaire (Rep.Dem of Congo)	+39 039 9992851	carlo.garbagnatti@apcc.com
Alberto Abisso - Acting Manager	Eastern - Afghanistan, Albania, Angola, Armenia, Azerbaijan, Bahrein, Belarus, Bosnia Herzegovina, Botswana, Bulgaria, Croatia, Czech Republic, Egypt, Estonia, Ethiopia, Georgia, Ghana, Hungary, Iran, Iraq, Jordan, Kazakhstan, Kenya, Kosovo, Kuwait, Latvia, Lebanon, Libia, Lithuania, Macedonia, Malawi, Moldova, Nigeria, Oman, Pakistan, Poland, Quatar, Rumania, Russia, Saudi Arabia, Slovak Republic, Slovenia, South Africa, Syria, Tanzania, Turkmenistan, Uganda, Ukraine, United Arab Emirates, Uzbekistan, Yemen, Yugoslavia, Zimbabwe, Zambia	+49 89 51 417 233	alberto.abisso@apcc.com
Michael Chrustowicz	Professional Services	+49 89 51417251	michael.chrustowicz@apcc.com
Service Coordinators			
Grzegorz Wroblewski	Poland, Baltics, Middle East, Saudi Arabia	+48 22 666 00 11 ext 266	Grzegorz.Wroblewski@apc.com
Caroline Keough	Ireland		
Louise Gibney	Ireland		
Nick Baker	UK		
Mar it Kikkert	Holland		
Sven Breitenmoser	Switzerland		
Tiziana Senni	Switzerland		
Tina Flett	Denmark		
Anna Otterberg	Sweden, Norway		
Monica Pierri	Italy, Greece, Turkey, Isreal		
Mariana Apresentacao e Sousa	Portugal		
Silvia Dardengo	Spain, France, French speaking Africa		
Brigitte Grubler	Germany, Austria		
Sharon Quari	Germany, Austria		

AGS Product Guide

LAM			
Luiz Soares - LAM AGS Manager			
Alexandre Monteiro	Brazil	+55 11 4689 8600 x4070	alexandre.monteiro@apcc.com
Bernardo Groisman	South Cone	+54 11 4383 6555 x120	bernardo.groisman@apcc.com
Fausto Olivera	Mexico	+52 55 5203 2755 x210	fausto.olivera@apcc.com
Juan Carlos Londono	RoLAM	574-3513803	juan.carlos.londono@apcc.com

JPAA			
Wai KinChoo JPAA AGS Manager			
Cheng Soon Ng	Singapore	+65 6395 6871	chengsoon.ng@apcc.com
Le Zhang	China	+86-10-64318899- 6015	le.zhang@apcc.com
Tetsuji Yamamoto	Japan	+81 3 5434 2021	tetsuji.yamamoto@apcc.com
John Atherton	Australia/New Zealand	612 9955 9366	john.atherton@apcc.com
Choi Dae Yeong	Korea	82 2 501 6492	daeyeong.choi@apcc.com
Pankaj Sharma	India	91 802213798	pankaj.sharma@apcc.com

***Appendix A: Commonly Used APC
Terms and Abbreviations***

AGS Product Guide

Appendix A: Commonly Used APC Terms and Abbreviations:

Commonly Used APC Terms and Abbreviations:	
AGS	APC Global Services
Config Team	The APC Configuration Support Team -- A group of pre-sales support engineers that specialize in configuration of hardware and service, solutions, pricing, etc.
Configurator	A software program that is used for easy configuration of APC hardware and service solutions for the purpose of creating and quoting an exact solution
FSE	Field Service Engineer
NBD	Next Business Day -- This term is the response time to on-site service calls that is used in conjunction with 1-Year On-Site Service. Next Business Day is defined as the next day of normal business hours (EST) from the time that a service request has been placed with APC Technical Support. The service call must be placed within normal business hours.
ND	Next Day -- This term is the response time to on-site service calls that is used in conjunction with 1-Year On-Site Service. Next Day is defined as the next day local time from the time that a service request has been placed with APC Technical Support. Weekends and holidays are included in Next Day. The service can be placed at any hour.
PM	Preventive Maintenance
PMV	Preventive Maintenance Visit
Product Based Services	A service that relates to a specific hardware type of group
Professional Services	Consulting types of services. Does not necessarily relate to a specific hardware type or group
Regular Business Hours	5 x 8 -- 8:00am to 5:00pm local time, Monday through Friday, excluding holidays
RMA	Return Material Authorization
Scheduled Service	Services that can be scheduled ahead of time. These services include Start-Up, Assembly and Preventive Maintenance
Siebel	The software program that APC uses to manage sales and service operations, including scheduling of service visits, dispatching for unscheduled visits, customer tracking, service certificates and reporting
SKU	Stock Keeping Unit -- Another term for a part number. Services are not generally stockable products. However, the part numbers are still referred to as SKUs
SM	Scheduled Maintenance
SU	Start-Up
TS	Technical Support -- APC Technical Support Engineers are available to customers and service partners around the clock (7 x 24 x 365)
TSE	Technical Support Engineer
UM	Unscheduled Maintenance
Unscheduled Services	Service calls that cannot be scheduled ahead of time. Also referred to as emergency site visits or corrective maintenance visits. On-site service contracts fall under this category.
5 x 8	Scheduled site visits that are performed within regular business hours. APC North America's regular business hours are 8:00am to 5:00pm local time, Monday through Friday, excluding holidays
7 x 24	Scheduled site visits that are performed at any hour requested by the customer, generally outside normal business hours. This includes nights, weekends and holidays
4 HR	4 Hours -- The response time to on-site service calls that is used in conjunction with the 1-Year On-site Service. 4-Hour response is defined as the guarantee of getting an APC authorized service technician on-site within 4 hours from the time that APC technical support deems an on-site visit is necessary. That includes nights, weekends and holidays. The service call can be placed at any hour

***Appendix B: Sales Tools, Examples &
Cheat Sheets***

AGS Product Guide

Sales Tools:

APC Website

<http://www.apcc.com/>

To view international models: (models for use in a country other than the United States) please change the country selector (in the upper left hand corner) to the appropriate country.

Partner Page:

This is our primary tool for communicating information to our partners. Under the What's New section we highlight what has been added most recently.

<https://www.apcc.com/personalpage/>

Information that you will find on this page:

1. Promotions
2. Sales tools
3. Marketing tools
4. Trainings & events
5. News & information
6. ISX Build Out Tool

APC Test-Drive Site

<http://testdrive.apcc.com/>

Customers can conduct a live demo of various products on this website.

APC Knowledge Base

<http://www.apcc.com/support/index.cfm>

This website contains the answers to our most frequently asked questions.

Product Selector

<http://www.apcc.com/sizing/selectors.cfm>

This website will help you choose the most-recommended solutions for your customers' needs. This website features our UPS, NetShelter, cable, service, notebook battery, surge protection and upgrade selectors.

Service Selector

http://www.apcc.com/tools/service_selector/

Many APC products including all UPS, DC Systems, and most cooling systems have a variety of warranties/services available to applicable systems. To see what is available for a specific product, please utilize this valuable tool to save time and costly PO errors.

AGS Product Guide

Real Examples

Cost of Repair without Purchasing APC Service / Support:

OPTION A

Symmetra 8KVA 208VAC – Failure at Power Module and MIM

Parts			
APC Part Number	ERP	Qty	Total
SYPM	\$1,999	1	\$1,999
SYMIM2	\$759	1	\$759
TOTAL PARTS			\$2,758
Labour			
Description	Usual Business Rate (4 hour minimum)	Qty	Total
Diagnosis Replacing of parts Final Tests	\$150	4	\$600
TOTAL LABOUR			\$600

TOTAL COSTS OF REPAIRING \$3,358

Notes:

- Travel expenses are assumed as included
- This cost is for just 1 failure event. Additional failure events involve further costs.
- Service Company must have the updated SYPM and SYMIM2 in stock locally (not usual) for a faster response. Lack of availability of parts may delay repair up to 2 weeks.
- Other costs not included (possible service escalation to APC; freight and importing costs for spare parts, etc.)
- For non-business hour services (after hours), hourly rate is higher (\$225 +)

Cost of Repair Having Purchased APC Service / Support:

OPTION B

Symmetra 8KVA 208VAC – Failure at Power Module and MIM

APC Part Number	ERP	Qty	Total
WPMV5X8-SY-14	\$849	1	\$849
WONSITENBD-SY-14	\$1330	1	\$1330

TOTAL COST OF REPAIR WITH APC SERVICES \$2,179

Cost difference between Options A – B = \$1,179

Notes:

- Spare parts travel and labor are included
- Other failure events are also included at no additional costs for the year
- APC has the updated SYPM and SYMIM2 in stock locally, therefore a faster response time is assured
- No hidden additional costs (possible service escalation to APC; freight and importing costs for spare parts, etc. are all included)

AGS Product Guide

Real Examples Cost of Repair without Purchasing APC Service / Support:

OPTION A

Symmetra 16KVA 208VAC – Failure at two Power Modules

Parts			
APC Part Number	ERP	Qty	Total
SYPM	\$1,999	2	\$3,998
TOTAL PARTS			\$3,998
Labour			
Description	Usual Business Rate (4 hour minimum)	Qty	Total
Diagnosis	\$150	4	\$600
Replacing of parts			
Final Tests			
TOTAL LABOUR			\$600

TOTAL COSTS OF REPAIRING \$4,598

Notes:

- Travel expenses are assumed as included
- This cost is for just 1 failure event. Additional failure events involve further costs.
- Service Company must have the updated SYPMs in stock locally (not usual) for a faster response. Lack of availability of parts may delay repair up to 2 weeks.
- Other costs not included (possible service escalation to APC; freight and importing costs for spare parts, etc.)
- For non-business hour services (after hours), hourly rate is higher (\$225 +)

Cost of Repair Having Purchased APC Service / Support:

OPTION B

Symmetra 16KVA 208VAC – Failure at two Power Modules

<u>APC Part Number</u>	ERP	Qty	Total
WPMV5X8-SY-15	\$949	1	\$949
WONSITENBD-SY-15	\$1425	1	\$1425

TOTAL COST OF REPAIR WITH APC SERVICES \$2,374

Notes:

- Spare parts travel and labor are included
- Other failure events are also included at no additional costs for the year
- APC has the updated SYPM and SYMIM2 in stock locally, therefore a faster response time is assured
- No hidden additional costs (possible service escalation to APC; freight and importing costs for spare parts, etc. are all included)

Cost difference between Options A – B = \$2,224

Real Examples

Cost of Repair without Purchasing APC Service / Support:

OPTION A

Silcon SL30KF with BDP2030J44-1C0 – Multiple failures

Parts			
APC Part Number	ERP	Qty	Total
Fuse	\$29.30	2	\$58.60
DM Controller	\$1239.32	1	\$1239.32
Fuse	\$213.15	1	\$213.15
TSM	\$5724.53	1	\$5724.53
CB01	\$1868.09	1	\$1868.09
TOTAL PARTS			\$9103.69

Labour			
Description	Usual Business Rate (4 hour minimum)	Qty	Total
Diagnosis	\$150	4	\$600
Replacing of parts			
Final Tests			
TOTAL LABOUR			\$600

TOTAL COSTS OF REPAIRING \$9703.69

Cost of Repair Having Purchased APC Service / Support:

OPTION B

Silcon SL30KF with BDP2030J44-1C0 – Multiple failures

APC Part Number	ERP	Qty	Total
WPMV5X8-SL-11	\$1550	1	\$1550
WXBTPMV5X8-BT-12	\$1500	1	\$1500
WONSITEBE-SL-11	\$1900	1	\$1900
WXBTONSITE-BT-12	\$1150	1	\$1150

TOTAL COST OF REPAIR WITH APC SERVICES \$6100

Cost difference between Options A – B = \$3603.69

Notes:

- Travel expenses are assumed as included
- This cost is for just 1 failure event. Additional failure events involve further costs.
- Service Company must have the updated replacement parts in stock (not usual) for a faster response. Lack of availability of parts may delay repair up to 2 weeks.
- Other costs not included (possible service escalation to APC; freight and importing costs for spare parts, etc.)
- For non-business hour services (after hours), hourly rate is higher (\$225 +)

Notes:

- Spare parts, travel and labor are included
- Other failure events are also included at no additional costs for the year
- APC has several parts depots worldwide for faster parts availability
- No hidden additional costs (possible service escalation to APC; freight and importing costs for spare parts, etc. are all included)

AGS Product Guide

Real Examples

Cost of Repair without Purchasing

APC Service / Support:

OPTION A

3 SL40KGB2 with bad battery strings

Parts

APC Part Number	ERP	Qty	Total
SL0901419	\$1,645	3	\$9870
TOTAL PARTS			\$9870

Labour

Description	Usual Business Rate (4 hour minimum)	Qty	Total
Diagnosis	\$150	12	\$1800
Replacing of parts			
Final Tests			
TOTAL LABOUR			\$1800

TOTAL COSTS OF REPAIRING \$11,670

Notes:

- Travel expenses are assumed as included
- This cost is for just 1 failure event. Additional failure events involve further costs.
- Service Company must have the updated replacement parts in stock locally (not usual) for a faster response. Lack of availability of parts may delay repair up to 2 weeks.
- Other costs not included (possible service escalation to APC; freight and importing costs for spare parts, etc.)
- For non-business hour services (after hours), hourly rate is higher (\$225 +)

Cost of Repair Having Purchased

APC Service / Support:

OPTION B

3 SL40KGB2 with bad battery strings

APC Part Number	ERP	Qty	Total
WPMV5X8-SL-11	\$1550	3	\$4650
WONSITENBD-SL-11	\$1900	3	\$5700
			<hr/>

TOTAL COST OF REPAIR WITH APC SERVICES \$10,350

Notes:

- Spare parts, travel and labor are included
- Other failure events are also included at no additional costs for the year
- APC has the updated replacement parts in stock locally, therefore a faster response time is assured
- No hidden additional costs (possible service escalation to APC; freight and importing costs for spare parts, etc. are all included)

Cost difference between Options A – B = \$ 1,320

It's worthwhile buying APC Services !!!

AGS Product Guide

Cheat Sheets:

Needs Assessment Checklist:

		Level 1 Site Survey	Level 2 Site Survey	Level 3 Site Survey
Power / Power Quality	Service Entrance		X	X
	Electrical Sub-panel Measurements/review	X	X	X
	Detailed Power Quality Analysis		X	X
	Power Quality - Quick Review	X	X	X
	Electrical One-Line Diagram			X
	NEC / IEEE Compliance		X	X
Critical Loads	Actual load measurements taken	X	X	X
	Nameplate Load data recorded	X	X	X
	Loads listed - location, voltage, KVA	X	X	X
Existing UPS/Cooling	Type, location, size/KVA, voltage, existing load, runtime	X	X	X
	Details on existing Air / environment	X	X	X
	Condition of existing equipment detailed	X	X	X
	Recommendation for optimal UPS solution	X	X	X
HVAC / Cooling	Temperature / Humidity reading taken room environment	X	X	X
	Analysis of environment within racks / rack design analysis		X	X
	Thermal imaging to the rack level			X
	Recommendations for Optimal Air Solution	X	X	X
Building Access/Delivery	Loading dock survey	X	X	X
	Elevator survey	X	X	X
	Examine route for positioning of equipment	X	X	X
Site Plans	Detailed CAD / Visio Drawing of Data/Server rooms		X	X
	Floor Plan Sketch of existing and proposed solutions	X	X	X
Fire Suppression	Detailed review of present Fire Suppression system			X
	Recommendations for Optimal Fire Suppression System			X
Floor Space / Type	Detailed review of server room layout, hot aisle/cold aisle, optimal use of space			X
	Existing Floor type analysis	X	X	X
	Recommendations for optimal layouts in data rooms		X	X
Generators	Detailed review of existing generator, size, fuel type, age, ATS etc.			X
	Review of existing generator condition			X
	recommendations for optimal solution		X	X
Optimal Solution Detailed	Detailed electrical scope of work for proposed solution	X	X	X
	Complete list of Part numbers for proposed solution	X	X	X
	Proposal included for turnkey installation of proposed solution	X	X	X
Digital Photographs	Digital photographs used for identification of items in Site Survey	X	X	X
Availability Analysis	Estimate of the expected #9's availability with existing conditions			X
	Estimate of the expected #9's availability with the proposed solutions			X



Legendary Reliability™

AGS Product Guide

APC Service Descriptions:

SERVICE:		APC Global Services
WEXTWAR1YR	1 Year Extended Warranty	This service extends the standard factory warranty (as defined in the user manual) of the APC power protection equipment by year and includes 7 x 24 Telephone Technical Support. This coverage covers the next business day shipment and return freight of the failed part or unit. Extended warranty must be purchased within the standard factory warranty period.
WSTRTUP	Start-Up Service	Provides an APC Authorized Engineer on site that verifies the APC system has been properly installed and includes a functionality check, start-up based on factory specifications and documentation, plus a basic customer training on operation and maintenance. <i>Can be performed during normal business hours (5 x 8) or outside of normal business hours (7 x 24).</i> Labor and travel expenses are included. Does not include electrical installation or wiring. The pre-Start-Up Checklist must be completed and returned prior to service scheduling.
WONSITE	1 Year On-Site Service	This service includes 1-year On-Site Repair Service on APC systems and 7 x 24 Telephone Technical Support. Parts, internal batteries (if applicable), labor and travel are included in the On-Site Service Agreement. The On-Site Service from APC is available in four different configurations that allow the customer to determine how quickly APC should arrive on-site for an unscheduled visit or emergency situation: Next Business Day (NBD); Next Day (ND); 4 Hour (4HR). <i>Response times not available in all areas. Please contact your local APC sales office for further information.</i>
WPMV	Preventative Maintenance Visit	Provides 1 Preventative Maintenance service visit by an APC Authorized Engineer on the APC system to ensure proper operation over time so that the equipment is performing to stated specifications, as indicated in manufacturer's documentation. <i>Can be performed during normal business hours (5 x 8) or outside of normal business hours (7 x 24).</i> Does not include parts.
WXBTINS	External Battery Installation Service	This service provides customers with an APC Authorized Engineer to install external batteries into racks or cabinets. APC will energize and check functionality of the battery system in all modes, to ensure compliance with manufacturers specifications. <i>Can be performed during normal business hours (5 x 8) or outside of normal business hours (7 x 24).</i> APC will not do the wiring of the batteries.
WXBTSTRTUP	External Battery Start Up Service	Provides an APC Authorized Engineer to perform Start Up of external APC standard batteries for 208V & 480V systems. The engineer will energize and check the functionality of the battery system in all modes to ensure compliance with manufacturers technical specifications. The External Battery Start Up will be performed in connection with the Start Up of the UPS system. APC will not do the wiring of the batteries.
WXBTONSITE	External Battery Onsite Service	Provides 1-year maintenance contract on external battery solutions, to ensure optimum battery lifetime and performance. This service includes 1 year onsite repair on APC approved external batteries, spare parts, labor and travel expenses. Response time will follow the response time of the onsite service for the UPS.
WXBTPMV	External Battery Preventive Maintenance Visit	Provides 1 Preventative Maintenance service visit by an APC Authorized Engineer on APC approved external battery system to ensure proper operation over time so that the equipment is performing to stated specifications, as indicated in manufacturer's documentation. <i>Can be performed during normal business hours (5 x 8) or outside of normal business hours (7 x 24).</i> Does not include parts. Labor and travel expenses are included.
WPREP	Needs Assessment Professional Service (Levels 1, 2 & 3)	The APC Needs Assessment Service offers a detailed review of your data center or server room. An APC Authorized Field Service Engineer will visit the site for one business day and collect data pertaining to electrical loads, wiring practices, power quality, existing power protection equipment and environmental conditions. With this data, a customized or standard report will be developed which includes the optimal Power Protection Strategy given the actual load requirement, environment and electrical infrastructure of the particular site.
WITS	Server Migration Professional Service	Provides an APC Professional Service Engineer to be onsite to transition the customer's servers to their new APC rack solution. The engineers will install all network components according to a plan that has been pre-approved by the customer. This service can be purchased for new data centers or to transition existing centers to new APC racks. The Server Migration Service is billed on a <i>per server</i> basis and can be purchased separately or as a package with the Cable Management Professional Service (WITSC). APC Global Services will cover all the logistics and labor needed to complete the process with minimal downtime.
WITC	Cable Management Professional Service	Provides an APC Professional Service Engineer to be onsite to install, organize and label all power and data cables within APC rack solutions. APC Professional Service Engineers will install all network components according to a plan that has been pre-approved by the customer. The Cable Management Professional Service can be purchased separately or as a package with the Server Migration Professional Service (WITSC). APC Global Services will cover all the logistics and labor needed to complete the process with minimal downtime, while utilizing a fully tested cable management system for a professional look and feel.



Legendary Reliability™

AGS Product Guide

WITG	Software Integration Professional Service	Provides an APC Professional Service Engineer to be onsite to install APC software and accessories on defined systems. The engineer will also configure APC software and software accessories per customer requirements, configure IP addresses and network settings provided by the customer, validate UPS and accessory operation, ping APC networked products and perform functional test per customer request (scheduled downtime might be required).
WPRJ-ISX	Professional Input Wiring Installation Service for ISX	Provides APC contracted personnel to supply and install the manufacturer recommended input wiring to meet all local and national electric code coordinated with the Assembly and Start Up scheduling. Included is Project Management by APC Global Services' Professional Services Group, who will manage APC qualified electrical contractors to perform input wiring from the customers' electrical service to the InfraStruXure™ Solution.

Service Level Quick Reference Guide	
Service Level	Hardware SKU
AS-03	ISX Automatic Transfer Switch (ATS), 250A
AS-04	ISX Automatic Transfer Switch (ATS), 400A
AX-01	3-10 kw Compressors, NetworkAIR Products
AX-02	14-30 kw Compressors, NetworkAIR Products
AX-03	31-49 kw Compressors, NetworkAIR Products
AX-04	50-70 kw Compressors, NetworkAIR Products
AX-05	90-98 kw Compressors, NetworkAIR Products
AX-10	ACF001, ACF002, ACF003, ACF201BLK
AX-11	ACF101BLK, ACF102BLK, ACF103BLK, ACF104BLK
AX-12	ACPA4000
AX-21	NetworkAIR CW (Chilled Water), 11-27 kw
AX-22	NetworkAIR CW (Chilled Water), FM CW (Chilled Water), FM IR (In-Row) (Chilled Water) 28-87 kw
AX-23	NetworkAIR CW (Chilled Water), >87 kw
AX-30	NetworkAIR CM (Ceiling Mount), A/W/G/PC, AIR / WATER / GLYCOL / PRE-COOL
AX-31	NetworkAIR CM (Ceiling Mount), A/W/G/PC, AIR / WATER / GLYCOL / PRE-COOL with OHE (Outside Heat Exchanger)
AX-40	NetworkAIR AFX 0-27 kw, A/W/G/PC, AIR / WATER / GLYCOL / PRE-COOL
AX-41	NetworkAIR AFX 0-27 kw, A/W/G/PC, AIR / WATER / GLYCOL / PRE-COOL with OHE (Outside Heat Exchanger)
AX-42	NetworkAIR FM & AFX 28-35 kw, A/W/G/PC, AIR / WATER / GLYCOL / PRE-COOL
AX-43	NetworkAIR FM & AFX 28-35 kw, A/W/G/PC, AIR / WATER / GLYCOL / PRE-COOL with OHE (Outside Heat Exchanger)
AX-44	NetworkAIR FM & AFX >35 kw, A/W/G/PC, AIR / WATER / GLYCOL / PRE-COOL
AX-45	NetworkAIR FM & AFX >35 kw, A/W/G/PC, AIR / WATER / GLYCOL / PRE-COOL with OHE (Outside Heat Exchanger)
BT-10	SLB15K20F1
BT-11	SLB15K20F2, SLB30K40F2
BT-12	SLB15K20F3, SLB30K40F3, SLB60K80F3, SLC10K80H0-EB, SLC10K80H0-PB, SLR10K80H0-EB, SLR10K80H0-PB
BT-13	SLB10K80GXR1, SLB10K80HXR1, SLB30K60G1, SLB40K60H1, SLB80KG1,SLB80KH1, SLC10K80H1-EB, SLC10K80H1-FB, SLC10K80H1-PB, SLR10K80H1-EB, SLR10K80H1-FB, SLR10K80H1-PB
BT-14	SLB40XR, SLB40XR-E, SLB40XRL
BT-15	SLB10K80FXR5, SLB10K80GXR2, SLB10K80HXR2, SLB120K160G2, SLB120K160H2, SLB30K40F5, SLB30K40F5, SLB40K60H2, SLB60K80F5, SLB80KG2, SLB80KH2, SLB80XR, SLB80XRL, SLC10K80H2-EB, SLC10K80H2-FB, SLC10K80H2-PB, SLC120K160H2-EB, SLC120K160H2-FB, SLC120K160H2-PB, SLR10K80H2-EB, SLR10K80H2-FB, SLR10K80H2-PB, SLR120K160H2-EB, SLR120K160H2-FB, SLR120K160H2-PB

	SURT5000XLJ, SURT5000XLJ-1TF4, SURT5000XLT, SURT5000XLT, SURT5000XLT, SURT5000XLT-1TF3
SB-15	SURT10000RMXLI, SURT10000RMXLT, SURT10000RMXLT-2TF5, SURT10000UXI, SURT10000UXICH, SURT10000XLI, SURT10000XLJ, SURT10000XLJ-2TF4, SURT10000XLT, SURT10000XLT, SURT10000XLT-2TF3, SURT7500RMXLI, SURT7500RMXLT, SURT7500RMXLT-1TF5, SURT7500UXI, SURT7500UXICH, SURT7500UXICH, SURT7500XLI, SURT7500XLJ, SURT7500XLJ-2TF4, SURT7500XLT, SURT7500XLT-1TF3
SG-03	80KW 3Ph Diesel Genset 208V 60Hz Emissions Compliant
SG-04	125 & 200KW 3Ph Diesel Genset 208V & 480V 60Hz Emissions Compliant
SL-10	AIS5000-IS10KG, AIS5000-IS20KG, SL10KF, SL10KFB1, SL10KG, SL10KGB1, SL10KH, SL10KHB0, SL10KHB01, SL10KHB02, SL10KHB2, SL10KHB1, SL10KHB3, SL15KF, SL15KFB1, SL15KFB2, SL15KG, SL15KGB1, SL20KF, SL20KFB1, SL20KFB2, SL20KG, SL20KGB1, SL20KH, SL20KHB0, SL20KHB01, SL20KHB02, SL20KHB1, SL20KHB2, SL20KHB3
SL-11	AIS5000-IS30KG, AIS5000-IS40KG, SL30KF, SL30KFB2, SL30KG, SL30KGB2, SL40KF, SL40KFB2, SL40KG, SL40KGB2, SL40KH, SL40KHB0, SL40KHB2, SL40KHB-E1, SL40KH-E1
SL-12	AIS5000-IS100KG, AIS5000-IS60KG, AIS5000-IS80KG, SL60KF, SL60KG, SL60KH, SL80KF, SL80KG, SL80KH
SL-13	SL120KG, SL120KH, SL120KH-BPC, SL160KG, SL160KH-BPC, SLJ120KH, SLJ160KH
SL-14	SL240KG, SL240KH, SL240KH-BPC, SL320KG, SL320KH, SL320KH-BPC, SLJ240KH, SLJ320KH
SL-15	SL400KG, SL480KH, SL480KH-BPC, SL500KG, SLJ480KH
SY-10	SMARTCELL
SY-11	SMARTCELL-XR, SUDPBP1, SUDPBP2, UXBP120SY, UXBP24, UXBP48
SY-12	MX3000, MX3000J, MX3000XR, SUDP4000I, SYH2K6RMI, SYH2K6RMJ, SYH2K6RMT, SYXR2B4, SYXR2B4I, SYXR4B4, SYXR4B4I
SY-13	MX5000, MX5000J, MX5000XR, SUDP10000I, SUDP6000I, SUDP8000I, SYA4K8I, SYA4K8P, SYA4K8RMI, SYA4K8RMP, SYA8K8I, SYA8K8P, SYA8K8RMI, SYA8K8RMP, SYH2K6RMJ-P1, SYH2K6RMJ-TF3, SYH2K6RMT-P1, SYH2K6RMT-TF3, SYH4K6RMI, SYH4K6RMJ, SYH4K6RMT, SYH4K6RMT-P1, SYH4K6RMT-TF3, SYH6K6RMI, SYH6K6RMT, SYH6K6RMT-P1, SYH6K6RMT-TF3, SYRMR2B4, SYRMR2B4I, SYRMR4B4, SYRMR4B4I, SYXRBC1, SYXRBC2
SY-14	SYH4K6RMJ-P1, SYH4K6RMJ-TF3, SYH6K6RMJ, SYH6K6RMJ-P1, SYH6K6RMJ-TF3, SYXR12B12, SYXR12B12-BX120, SYXR12B12I, SYXR12B12I-BX120, SYXR12-BM, SYXR4B12, SYXR4B12I, SYXR4-BM, SYXR8B12, SYXR8B12I, SYXRBC3
SY-15	SY12KEXJ, SY16KJ, SY8KEXJ, SYA12K16I, SYA12K16P, SYA12K16RMI, SYA12K16RMP, SYA16K16I, SYA16K16P, SYA16K16RMI, SYA16K16RMP, SYA8K16I, SYA8K16P, SYA8K16P, SYA8K16RMI, SYA8K16RMP
SY-16	SYA12K16IXR, SYA12K16PXR, SYA16K16IXR, SYA8K16IXR, SYA8K16PXR
VT-10	ISVT10KF1B2S, ISVT10KF1B4S, ISVT10KF2B2S, ISVT10KF2B4S, ISVT10KF3B4S, ISVT10KF4B4S, ISVT10KH1B2S, ISVT10KH1B4S, ISVT10KH2B2S, ISVT10KH2B4S, ISVT10KH3B4S, ISVT10KH4B4S, ISVT15KF2B2S, ISVT15KF2B4S, ISVT15KF3B4S, ISVT15KF4B4S, ISVT15KH2B2S, ISVT15KH2B4S, ISVT15KH3B4S, ISVT15KH4B4S, ISVT20KF2B4S, ISVT20KF3B4S, ISVT20KF4B4S, ISVT20KH2B2S, ISVT20KH2B4S, ISVT20KH3B4S, ISVT20KH4B4S, ISVT30KF3B4S, ISVT30KF4B4S, ISVT30KH3B4S, ISVT30KH4B4S, ISVT40KH4B4S, ISVTBXR2B6S, ISVTBXR6B6S, ISVTXR2B6S, ISVTXR6B6S, SUVT10KF1B2S, SUVT10KF1B4S, SUVT10KF2B2S, SUVT10KF2B4S, SUVT10KF3B4S, SUVT10KF4B4S, SUVT10KH1B2S, SUVT10KH1B4S, SUVT10KH2B2S, SUVT10KH2B4S, SUVT10KH3B4S, SUVT10KH4B4S, SUVT15KF2B2S, SUVT15KF2B4S, SUVT15KF3B4S, SUVT15KF4B4S, SUVT15KH2B2S, SUVT15KH2B4S, SUVT15KH3B4S, SUVT15KH4B4S, SUVT20KF2B4S, SUVT20KF3B4S, SUVT20KF4B4S, SUVT20KH2B2S, SUVT20KH3B4S, SUVT20KH4B4S, SUVT30KF3B4S, SUVT30KF4B4S, SUVT30KH3B4S, SUVT30KH4B4S, SUVT40KH4B4S