

Eaton UPS and EBM

Extended Warranty

Eaton's Extended Warranty plan extends the factory warranty¹ and adds overnight shipping of the replacement unit to the customer through the Advanced Exchange process.² It is supported by Eaton's offsite (depot) repair center and includes repair or replacement of covered UPSs and Extended Battery Modules (EBMs). See the Extended Warranty scope of work for complete details.

Key features:

- UPS and battery coverage³
- 24x7 telephone tech support
- Advanced Exchange:
 - o Overnight shipping of replacement unit to you
 - o Customer returns defective unit to Eaton
 - o Freight cost for replacement and return of defective unit covered by Eaton

Updated July 18, 2011

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1. Extended warranty term begins the same day as the standard warranty term
 2. Replacement unit shipped prior to receipt by Eaton of defective unit
 3. Offsite repair; battery coverage applies only to bad batteries (< 80 percent capacity) that were maintained per OEM policies

Eaton must confirm purchase of Extended Warranty for eligibility. For more information, visit www.eaton.com/upsservices. To report a problem and request a replacement unit, please contact us at **800.356.5737**, option 2.

