

# Eaton UPS and EBM

## Extended Warranty

Eaton's Extended Warranty plan extends the factory warranty<sup>1</sup> and adds overnight shipping of the replacement unit to the customer through the Advanced Exchange process.<sup>2</sup> 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 coverage<sup>3</sup>
- 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](http://www.eaton.com/upsservices). To report a problem and request a replacement unit, please contact us at **800.356.5737**, option 2.

