Eaton UPS and EBM

Extended Warranty

Eaton’s Extended Warranty plan extends the factory warranty\(^1\) 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 coverage\(^3\)
- 24x7 telephone tech support
- Advanced Exchange:
  - Overnight shipping of replacement unit to you
  - Customer returns defective unit to Eaton
  - Freight cost for replacement and return of defective unit covered by Eaton

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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.