



Extended Warranty Services

Extended Warranty Service Package Overview



- **About Extended Warranty Service Package**

- It is similar to the standard warranty of the hardware product with an improved service coverage.
- It aims to give our customers value added service.

- **Positioning**

- Upgrade the standard warranty coverage to add value to customers.
- Sell upfront and standardize support delivery for specific product category.
- If customer wants a much higher coverage, don't sell extended warranty, instead sell a service contract.

Extended Warranty Service Package

Products Covered

- Covered Products
 - 3KVA below – Micro
 - >3KVA up to 10KVA – Small UPS (Single Phase)
 - 10KVA up – Power
 - Liebert Nfinity
 - Each product group comes with a specific extended warranty support coverage.



Extended Warranty Service Package

Micro (3 kVA and Below)

	Micro (3KVA and below)		
	Std Warranty	1YR_XWO	3YR_XWO
Service Delivery Mode	On-site swapping	On-site swapping	On-site swapping
Service Schedule	8x5	8x5	8x5
Parts Inclusive	Yes	Yes	Yes
Return and Delivery Shipping Cost	Delivery only	Yes both ways	Yes both ways
Response time (Delivery/On-site)	NBD	NBD	NBD
On-line tech support (hotline)	Optional per country	Yes	Yes
Holidays Inclusive	No	No	No
On-Site Labor and Travel Expense Inclusive	NA	NA	NA
On-Site Accommodation Expense Inclusive	NA	NA	NA
Preventive Maintenance-UPS	NA	NA	NA
Battery Included	Yes	Yes	Yes



Extended Warranty Service Package

Small UPS (GXT 4.5 up to 10kVA)

	Small UPS -1PH (GXT 4.5KVA up to 10KVA)		
	Std Warranty	1YR_XWO	3YR_XWO
Service Delivery Mode	On-site swapping	On-site repair	On-site repair
Service Schedule	8x5	8x5	8x5
Parts Inclusive	Yes	Yes	Yes
Return and Delivery Shipping Cost	Delivery only	Yes both ways	Yes both ways
Response time (Delivery/On-site)	Next day	Next day	Next day
On-line tech support (hotline)	Optional per country	Yes	Yes
Holidays Inclusive	No	No	No
On-Site Labor and Travel Expense Inclusive	No. Still need to add labor wty price.	Yes within 50km radius.	Yes within 50km radius.
On-Site Accommodation Expense Inclusive	No	To quote separately	To quote separately
Preventive Maintenance-UPS	NA	No	No
Battery Included	Yes	Yes	Yes



Extended Warranty Service Package

Power (NX 10kVA up to 60kVA)

	Power (NX10KVA up to 60KVA)		
	Std Warranty	1YR_XWO	3YR_XWO
Service Delivery Mode	On-site repair	On-site repair	On-site repair
Service Schedule	8x5	24x7	24x7
Parts Inclusive	Yes	Yes	Yes
Return and Delivery Shipping Cost	NA	NA	NA
Response time (Delivery/On-site)	4-hr	4-hr	4-hr
On-line tech support (hotline)	Optional per country	Yes	Yes
Holidays Inclusive	No	Yes	Yes
On-Site Labor and Travel Expense Inclusive	No. Still need to add labor wty price.	Yes within 50km radius.	Yes within 50km radius.
On-Site Accommodation Expense Inclusive	No	To quote separately	To quote separately
Preventive Maintenance-UPS	NA	PM frequency is defined by MU	PM frequency is defined by MU
Battery Included	Yes	Yes	Yes



Extended Warranty Service Package

Liebert Nfinity

	NFINITY		
	Std Warranty	1YR_XWO	3YR_XWO
Service Delivery Mode	On-site repair	On-site repair	On-site repair
Service Schedule	8x5	8x5	8x5
Parts Inclusive	Yes	Yes	Yes
Return and Delivery Shipping Cost	Delivery only	Yes both ways	Yes both ways
Response time (Delivery/On-site)	Next day	Next day	Next day
On-line tech support (hotline)	Optional per country	Yes	Yes
Holidays Inclusive	No	No	No
On-Site Labor and Travel Expense Inclusive	No. Still need to add labor wty price.	Yes within 50km radius.	Yes within 50km radius.
On-Site Accommodation Expense Inclusive	No	To quote separately	To quote separately
Preventive Maintenance-UPS	NA	No	No
Battery Included	Yes	Yes	Yes



Extended Warranty Service Package

Customer Issues

- *“Standard warranty period is short relative to the useful life of the equipment. I want my equipment covered by much longer warranty period. Do you have any such offering?”*
- *“My unit is already out of warranty and I never thought your time and material service price will be very expensive. Repair my unit for free or I will never buy from you again!”*
- *“I have plenty of equipment with expired warranty and I have difficulty getting maintenance budget from my boss.”*
- *“Please respond to my service request ASAP! It takes time for me to process the PO for the service.”*
- *“Fortunately, I still have extra budget, where else I can use them?”*

Extended Warranty Service Package

Customer Benefits

Gives customer peace of mind and worry free equipment maintenance since:

- The equipment maintenance budget is set upfront and is predictable
- It protects customer on price increases.
- There's no maintenance expense surprises
- Guaranteed available service and support priority



Extended Warranty Service Package

Customer Benefits

- **Less hassle**
 - No more repetitive admin process (quote, pr, po, invoice, etc.).
 - Avoid delays to fix the equipment (quotation delay, approval delay, etc.)
 - Eliminate time to do budget planning
- **Low total cost of ownership**
 - X% additional cost upfront **VS.** T&M repair cost
 - Additional benefits customer gets **VS.** opportunity and downtime cost

Extended Warranty Service Package

Low Total Cost of Ownership (TCO)

- **Sample Illustration**

- (for 1-yr coverage)
 - 10%-15% additional upfront cost VS. 40%-100% T&M cost
- (for 3-yr coverage)
 - 25%-90% additional upfront cost VS. 100%-227% T&M cost
- Plus impact of downtime cost
- Plus administrative processing cost





For More Information

**Contact your local channel manager
Or go to the *Services Section* of
www.emersonnetworkpower-partner.com**

