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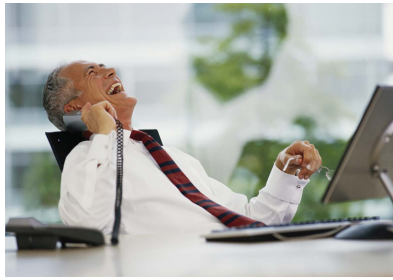
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# Extended Warranty Service





## Peace of mind provided by Emerson Network Power certified service and support experts

With our Extended Warranty Service package, count on us and consider it solved. Risk Free, low cost and better ROI.

### The Changing Requirements of Maintenance Protection

- Years ago, it is common that the standard warranty of equipment is shorter relative to the useful life of the equipment. Now, you want your equipment with longer warranty period.
- You only realize the per-incident repair cost is very expensive at the time it happens and regret not having the unit covered by maintenance protection.
- Equipment maintenance is important but getting budget is becoming difficult..
- You need quick fix to your equipment problem ASAP, however it takes time to process approval of a service request.



### What is Extended Warranty Services?

Extended Warranty Services is a low cost, risk free approach on equipment maintenance protection.

It assures you of extended warranty repairs and technical assistance for a long time. It comes in 1- or 3-year warranty.

Extension period coverage on top of the standard factory warranty. You can avail of the extended warranty service package along with the purchase of the Emerson Network Power equipment.

### Result

Your critical equipment is protected. Peace of mind provided by Emerson Network Power certified service and support experts. Lower total cost of ownership.

### Features and Benefits

- Worry free asset management
  - Fixed and predictable maintenance budget
  - Protects you from any repair and parts price increase
  - No maintenance expense surprises
  - Guaranteed available service and support priority from Emerson Network Power or from authorized service provider
- Less hassle, easy access to service
  - No more repetitive quote request, purchase order requisition, evaluation, approval and processing just to get your equipment fixed
  - No time and effort needed to plan for maintenance budget
  - No more waiting for your service quotation
- Low TCO for you
- It acts like an insurance policy for you
- 1-yr or 3-yr warranty coverage depending on what you choose or purchase
- Full parts coverage
- Shipping/delivery cost included
- Customer hotline
- Technical phone support
- Restore your equipment into functioning condition through return and replacement or on-site service depending on the product you purchase

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

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

Note:

4-hr response time starts from the time Emerson receives the service request.

\* - may vary with some countries.

## Terms and Conditions

- Must be purchased together with the hardware purchase upfront or within the period of the standard factory warranty
- Travel expenses for on-site service cover only within 50km radius from the nearest service office of Emerson or its Authorized service provider. Airfare and accommodation is not covered and shall be billed separately
- Additional 1-yr or a 3-yr extended warranty can be purchased
- Extended warranty does not cover failure due to, but not limited to, force majeure, improper use of the equipment, equipment subjected to testing beyond equipment allowed specification, attempt to repair or open the equipment by non-Emerson certified personnel, alteration on the equipment design, mishandling and other similar in form and in nature
- Entitlement applies to specific equipment serial number and not transferrable
- Warranty is void if warranty seal is broken or equipment is opened by non-Emerson authorized personnel
- Defective parts and/or defective unit shall become property of Emerson and must be returned to Emerson
- Replacement unit can either be new or a reconditioned unit
- Emerson standard sales/service terms and conditions apply