

Service Options: Over the course of a year, downtime and help requests can cost you a bundle. But how much of that cost is inevitable? How much is preventable? When there's no time for downtime ... ONEAC's superior product solutions and service options can help.

Downtime and help requests can cost you a bundle

Power protection products and the electronic systems they protect are vital components of your business. Yet support and maintenance of the power protection products are often overlooked. Over the course a year, downtime and help requests can be expensive. But how much of that cost is inevitable? How much is preventable? What's the best way to prevent system damage? What's the best way to gather and manage system information? ONEAC's superior service options can help.

We service what we sell

ONEAC provides 24x7 service through our nationwide network of factory-certified service technicians.

Service plans for UPS products 3 kVA & below

ONEAC offers Premium Protection™ Service Plans at four different levels -- from Bronze to Platinum, to provide the service that's right for your equipment and application.

Service plans for UPS products 3.3 kVA & above

Warranty-enhancing and on-site service plans are also available for our larger and hardwired UPS and battery systems — from ServiceCare™ Basic to ServiceCare PLUS.

Battery service plans for UPS and DC power systems

UPS and DC power systems are only as reliable as their batteries. To ensure your batteries are not the weakest link in your protection scheme, ONEAC offers BatteryCare™ Plans for monthly, quarterly, and/or annual maintenance and testing.

Turnkey UPS, DC power & battery installation

ONEAC offers turnkey installation and service, nationwide, from our strategically-located service centers for our state-of-the-art UPS and DC power solutions. We're equipped to provide the logistical support and site supervision to ensure the job is completed right the first time.

And more . . .

Additional service offerings include a Factory Recertification Program, ONEGraph® rentals, site audits, training, extended warranties and the ability to customize a service plan for your specific application.



Premium Protection Service Plan (for UPSs 3 kVA & below)

ONEAC's Premium Protection Service Plan offers four different levels of service for its UPS products, 3 kVA and below.



Bronze

- Extends the UPS warranty from 2 years to 5 years* and is available on all Sinergy S Series and Desk Power UPS products.
- Optional advance UPS replacement if needed with a \$65 handling fee.

Silver

- Extends the battery warranty from 2 years to 5 years and is available on all UPS products.
- Includes one set of replacement batteries, during the term of the plan, which are shipped at the customer's request. Includes prepaid standard freight.
- Includes battery recycling/disposal.
- Optional advance UPS replacement if needed with a \$65 handling fee.

Gold

- Extends the UPS warranty from 2 years to 5 years* on all Sinergy® S Series and Desk Power UPS products.
- Extends the battery warranty from 2 years to 5 years on all UPS products.
- Includes one set of replacement batteries, during the term of the plan, which are shipped at the customer's request. Includes prepaid standard freight.
- Includes an advance UPS replacement if needed (without the handling fee normally charged). Includes prepaid standard freight.
- Includes battery recycling/disposal.

Platinum

- Extends the UPS warranty from 2 years to 5 years* on all Sinergy S Series and Desk Power UPS products.
- Extends the battery warranty from 2 years to 5 years on all UPS products.
- Includes one set of replacement batteries, during the term of the plan, which are shipped at the customer's request. Includes prepaid expedited freight.
- Includes an advance UPS replacement if needed (without the handling fee normally charged). Includes prepaid expedited freight.
- Includes battery recycling/disposal.

* 5 year warranty is standard on all ON Series UPSs.

Let's Compare . . . Premium Protection Service Levels

	UPS Warranty	Battery Warranty	Advance UPS Replacement	UPS Battery Replacement Pack	Battery Recycling/Disposal
Standard Warranty (Desk Power & Sinergy)	2 year	2 year	Optional \$65 handling fee	None	Yes
Standard Warranty (ON Series)	5 year	2 year	Optional \$65 handling fee	None	Yes
Bronze	extends to 5 years	No change	Optional \$65 handling fee	None	Yes
Silver	No change	extends to 5 years	Optional \$65 handling fee	ONEAC pays standard freight	Yes
Gold	extends to 5 years	extends to 5 years	Included No handling fee ONEAC pays standard freight	ONEAC pays standard freight	Yes
Platinum	extends to 5 years	extends to 5 years	Included No handling fee ONEAC pays expedited freight	ONEAC pays expedited freight	Yes

ServiceCare Service Plans (for UPSs 3.3 kVA and above)



A variety of warranty-enhancing and on-site service plans are available for our larger and hardwired UPS and battery systems. Our nationwide network of factory-certified service technicians are available 24/7 to meet your service needs. ONEAC can also work with you to custom-tailor a protection plan for your specific needs.

ServiceCare Basic

Our ServiceCare Basic Plan includes:

- Start-up and commissioning of the UPS and battery systems. ONEAC does a full mechanical inspection of the system and components. We verify the installation, the wiring and the battery connections. We then do the initial start-up and verify that the UPS equipment is operating correctly.
- An upgrade of our standard warranty to a full on-site warranty for the term of the standard warranty. On-site warranties provide service Monday through Friday, 5x8. 24x7 ServiceCare may also be available. For more information, please contact ONEAC.



ServiceCare PLUS

Our ServiceCare PLUS plan includes:

- All of the same features as the ServiceCare Basic Plan, plus
- Annual preventative maintenance of your UPS and battery system in accordance with IEEE recommendations.
- The ability to purchase ServiceCare PLUS in multi-year increments up to 5 years.
- An extended on-site warranty on your UPS for the term of the ServiceCare PLUS contract.

BatteryCare Plans (for UPS and DC power systems)



UPS and DC power systems are only as reliable as their batteries. Because most battery manufacturer's warranties are conditional upon documented preventative maintenance at required intervals, ONEAC offers a variety

of battery replacement, upgrade and maintenance programs for your mission-critical equipment. Our nationwide network of factory-certified service technicians are available 24x7 to meet your service needs.

BatteryCare Plans are available for all stationary battery systems, including pure lead, standard, flooded and VRLA. ONEAC can also work with you to custom-tailor a maintenance plan to meet your specific needs.

BatteryCare Basic

With the BatteryCare Basic Plan, ONEAC will perform all annual maintenance as recommended by IEEE standards. All monthly and quarterly measurements are the customer's responsibility. This service is available Monday through Friday, 5x8 or 24x7.

BatteryCare PLUS

With the BatteryCare PLUS Plan, ONEAC will handle the total maintenance package. Performing all monthly, quarterly and annual maintenance procedures according to IEEE standards. This service is available Monday through Friday, 5x8 or 24x7.

Stationary battery capacity testing

ONEAC will custom-quote battery capacity testing to ensure your battery system produces the runtime it was designed to deliver.

Factory Recertification Program (for ON Series® UPSs & Battery Cabinets)

Under the Factory Recertification Program, ONEAC will refurbish and recertify your UPS in our factory Repair Center.

Upgrade

All applicable hardware and firmware upgrades will be performed.

Battery testing/replacement

The batteries will be measured for proper voltage levels and go through a run-time test on inverter. If the batteries fail testing and are still under warranty, they will be replaced at no charge (assuming there are no signs of misuse or abuse).

Cosmetic improvements

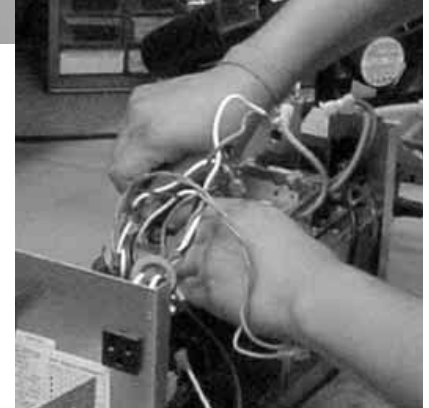
The outside cover on the UPS will be cleaned. If there are scrapes, dents, cracks or stains on the covers, they will be replaced. Because of the type of paint used on the UPS covers, touching-up scratches is not possible. Damaged wheels (where applicable) will also be replaced.

Testing

The UPS will be tested on the bench for proper operation and voltage levels when on line voltage, in boost mode (where applicable) and on inverter (battery). The unit will go through a 24-hour burn-in test before being shipped back to you.

Packaging

All factory recertified units will be re-packed with all new packaging material and placed in a new shipping container.



Additional Service Offerings

DC power & battery installation

ONEAC offers turnkey installation of your DC power and battery systems.

Hot Spares Program

The Hot Spares Program was designed for those customers who order large quantities of ONEAC products and replacement batteries and need quick turnaround on replacements. With ONEAC's Hot Spares Program, we will stock replacement batteries specifically for your company to enable next-day replacements. In the unlikely event that your ONEAC units goes down, units are also stocked. All administration fees are waived and ONEAC pays the expedited freight charges.

OneGraph rental

The OneGraph is an excellent diagnostic tool for monitoring power quality. Best of all, it's easy to use and portable so evaluations can be made on-the-spot by personnel not typically trained to be power experts.

Site audits

Pre-installation Surveys, Post-Installation Surveys and Trouble-Site Investigations are among the site surveys offered by ONEAC service technicians.

Pre-Installation Survey: Includes testing of all existing AC power and Telco cabling for system acceptability. Emphasis is placed on existing bonding and grounding as well as AC power output and susceptibility to high-speed transient voltages. An informal assessment will be provided to a local technician or supervisor upon request.

Post-Installation Survey: Includes complete testing of AC power and telco cabling to ensure proper grounding, bonding and AC output levels are present on system components. If ONEAC products are used, testing will be conducted to ensure they are properly sized and installed. A trained tech or supervisor must be in attendance during this survey. An informal assessment will be provided to a local technician or supervisor at the conclusion of the survey. A formal written report is available for an additional fee.

Trouble-Site Investigation: This in-depth survey is conducted (along with your tech or supervisor) at your trouble-site location to determine proper AC power and telco cabling, proper installation and operation of ONEAC protection devices, as well as proper bonding and grounding procedures. An informal assessment will be provided and a formal written report is available for an additional fee.

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