



SERVICE PART NUMBER: **W01-PMBP-E**

## **On-Site Battery Replacement with Preventive Maintenance and 5-Year Warranty, Select 1-5 kVA UPS, 5-Unit Minimum, USA, Outside Business Hours**

Keep your UPS in peak condition! UPS systems with proactive battery replacement and preventive maintenance are much less likely to experience downtime. Our comprehensive service helps identify potential threats, prevent breakdowns, extend equipment lifespan and maximize your return on investment. Depleted batteries are the leading cause of UPS failures, so this service is essential for high-availability applications!

30-42 months after your UPS purchase, a Tripp Lite certified technician will visit your site, clean and inspect your UPS, replace its internal batteries, test for functionality and check for adverse environmental conditions. At the conclusion of service, the technician will provide a written report detailing work completed and recommendations for any additional corrective action required. Your factory warranty will also be extended to five years total upon the completion of service.

### **FEATURES & BENEFITS**

Includes:

- On-site service outside normal business hours for select 1-5 kVA UPS systems
- Travel and labor by Tripp Lite certified technician in USA (lower 48 states)
- Unpacking and installation of customer-supplied Tripp Lite replacement batteries
- Inspection, cleaning, evaluation and testing of UPS systems
- Detailed report of work completed including recommendations to correct installation/environment conditions not covered by service
- Log of serial numbers and UPS locations to aid asset management
- Extension of factory warranty to 5 years total at conclusion of service


Important Notes:


- Customer must complete pre-work checklist before scheduling service
  - Service must be performed within 42 months of UPS purchase
  - Tripp Lite replacement batteries must be purchased separately and placed in installation location(s) in advance
  - Service is available for a minimum of 5 units within a 30-mile radius; order one service part per unit
  - If service requires multiple days, they must be consecutive
  - Does not include external battery packs
  - Does not include battery/packaging disposal or configuration of network management card/software
- See Statement of Work for more information.

### **Questions about this Battery Replacement?**



**Tripp Lite**  
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 **Email a Service Specialist**  
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## SERVICE SPECIFICATIONS

<b>Service Type</b>	Battery Replacement
<b>Service Details</b>	One-Time, On-Site Service
<b>Agreement Duration</b>	Extends Warranty to 5 Years Total
<b>Product Coverage</b>	Single-Phase UPS
<b>Product Coverage Details</b>	Service Performed 30-42 Months After UPS Purchase, 5-Unit Minimum
<b>Scheduled Service Hours</b>	Off Business Hours (M-F, 5PM - 9PM), Weekends (Sat, Sun)
<b>Geographic Coverage</b>	US (Lower 48 States)
<b>Emergency On-Site Service</b>	No
<b>Preventative Maintenance</b>	Yes
<b>Number of Preventative Maintenance Visits</b>	1
<b>Travel Included</b>	Yes
<b>Labor Included</b>	Yes
<b>Parts Coverage</b>	No
<b>Battery Replacement Included</b>	No

Service availability varies by product and region. In addition, your product's warranty may include terms and conditions not described here. Refer to the warranty statement or contact Tripp Lite for more information. More detailed information on UPS Services is available on Tripp Lite's website. <https://www.tripplite.com/support/services-3phase-ups>

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