

SERVICE PART NUMBER: **W05-SCENH1**

## Annual Service Agreement for SU20K, SU30K or SU40K 3-Phase UPS and Primary Battery in USA - Premium

Annual Service Agreement with 1-Year 24/7/365 On-Site Warranty and Preventive Maintenance (Major/Minor Preventative Maintenance Visits; Both Outside Business Hours) for SU20K, SU30K and SU40K 3-Phase UPS and Primary Battery in USA (Lower 48 States). Coverage Includes: UPS Parts (Not Batteries), Labor, Travel and 24/7 Technical Support. PREREQUISITE: Purchase of Tripp Lite startup service at time of UPS suite activation or preventive maintenance service and correction of out-of-specification conditions at customer expense prior to activation of warranty renewal. **Note:** Additional Battery Cabinets Cost Extra.

### FEATURES & BENEFITS

#### On-Site Warranty

Provides 24/7/365 rapid-response repair, including parts, travel and labor, as well as 24/7 technical support via telephone or email. Working with the Tripp Lite service team ensures you have access to genuine, high-quality OEM parts. It also ensures that service personnel are properly trained and up-to-date on the latest service bulletins and best practices.

#### Preventive Maintenance

All UPS systems have wearable components that must be checked periodically to ensure they are still operating within specifications. Preventive maintenance identifies and corrects problems early, before they can cause inefficiency, poor performance, UPS failure, downtime and lost productivity. Preventive maintenance is the key to UPS reliability, longevity and cost control.

### Questions about this Annual Service Agreement?



Call Us

+1 (773) 869-1774



Email a Service Specialist

techsupport@tripplite.com



## SERVICE SPECIFICATIONS

|  |   |
|--|---|
| <b>Service Type</b>                              | Annual Service Agreement                      |
| <b>Service Details</b>                           | Includes On-Site Warranty Coverage            |
| <b>Agreement Duration</b>                        | 1-Year  |
| <b>Product Coverage</b>                          | 3-Phase UPS                                   |
| <b>Product Coverage Details</b>                  | Primary Batteries                             |
| <b>Scheduled Service Hours</b>                   | Off Business Hours (M-F), Weekends (Sat, Sun) |
| <b>Geographic Coverage</b>                       | US (Lower 48 States)                          |
| <b>Emergency On-Site Service</b>                 | Yes (24/7/365)                                |
| <b>Return for Repair</b>                         | No  |
| <b>On-Site Repair</b>                            | Yes   |
| <b>Preventative Maintenance</b>                  | Yes   |
| <b>Number of Preventative Maintenance Visits</b> | 2   |
| <b>Travel Included</b>                           | Yes   |
| <b>Labor Included</b>                            | Yes   |
| <b>Parts Coverage</b>                            | Yes   |
| <b>Parts Coverage Details</b>                    | UPS Parts Only (Batteries Not Included)       |
| <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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