

Power Assurance Package

Maintenance Services

A partner to assure uptime

As small, remote IT sites become more business-critical, managing those sites is now a major challenge. While outages are not an option, neither is sacrificing your busy IT staff to set up and maintain uninterruptible power supply (UPS) systems.

In today's climate, businesses need convenient and cost-effective support for power delivery to small IT sites.

The Power Assurance Package from Emerson's Liebert Services perfectly fits the bill—delivering worry-free power protection for network power requirements.

Benefits:

- Assured critical power delivery
- Optimized use of your IT staff
- Simplified small site UPS deployment and maintenance
- Instant access to power protection information
- Improved protection for your IT investment



Ensure business-critical continuity with comprehensive protection and vital support for Liebert APS, GXT or PSI

The Power Assurance Package combines the best UPS systems in the business with a five-year protection plan and the industry's premier service capability to safeguard your small IT sites.

Emerson's Power Assurance Package is far more than just an extended warranty for UPS systems. It puts customers' critical power in the capable hands of an experienced team of factory-authorized technicians from day one—ensuring network availability and peace of mind.

While Emerson Network Power UPS systems offer trouble-free operation, oversight and rapid response remain essential to business-critical continuity. The Power Assurance Package has all power protection needs covered.

Our Power Assurance Package for Liebert® APS, GXT or PSI systems includes:

- Five-year protection plan with 100% parts, labor and travel coverage
- Startup and installation (for GXT and PSI)
- Removal and disposal of existing equipment per regulatory requirements (optional)
- On-site support and emergency response available 24/7
- Comprehensive reports
- LIFE™ Services (optional for GXT and APS)

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Five-Year Comprehensive Protection Plan

The Power Assurance Package provides 100% labor and travel coverage, and 100% parts coverage for maintenance, repair and replacement for a full five years, including internal batteries, Web card, and other key components. With this level of protection, customers avoid unexpected downtime costs and gain network availability.

Installation and Startup

Factory-authorized technicians handle UPS startup at the location along with rack installation for GXT and PSI systems (optional for APS). Customers enjoy the convenience and peace of mind that comes from having the experts do the job, and IT staff is free to attend to other tasks.

Removal and Disposal of Existing Equipment

With this Power Assurance Package option, technicians will remove and dispose of an old UPS unit of comparable make or model while following all regulatory requirements. This task is handled when visiting to install and startup the new UPS system.

On-site Support and Emergency Response

Emerson's experienced team of technicians offers the industry's premier service capability for maintaining and supporting a UPS system. As part of the Power Assurance Package for 5-20 kVA UPS systems, technicians perform a preventive maintenance visit any time after the second year of coverage to help ensure continuous trouble-free operation.

Should a problem ever arise with the system, customers have 24/7 access to Emerson's Customer Resolution Center. They can count on quick recognition by support personnel as well as priority status during emergencies including guaranteed on-site emergency response.

Comprehensive Reports

Emerson provides on-demand access to service histories and reports via the Customer Services Network portal. With this vital information at their fingertips, customers will always know the status of their power system, and will have the information needed to simplify inventory tracking and financial planning.

LIFE™ Services

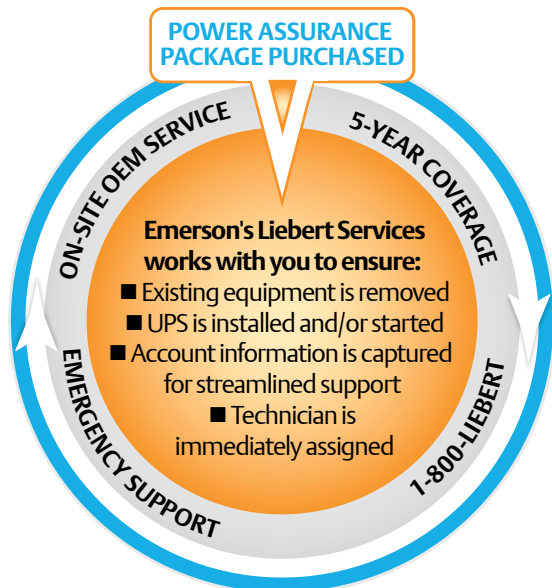
LIFE Services provides increased uptime and operational efficiency through continuous monitoring, expert analysis, and proactive response to help customers optimize the health of their critical systems and have peace of mind.

Summary

Even when your IT staff is working at capacity, there's no need to leave your business-critical power unmanaged. The Power Assurance Package from Emerson's Liebert Services gives you a trusted partner and a complete, worry-free power protection solution to assure uptime at your small or remote IT sites. By combining high-quality UPS systems, expert service and support, and a five-year protection plan, you'll know your power is protected.

Ordering Information

To learn more about this service and other Emerson Network Power solutions, visit EmersonNetworkPower.com or call 1-800-LIEBERT (543-2378).



Sales and service process summary