



UPS Extended Warranty

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LIMITED WARRANTY (STANDARD) vs. EXTENDED WARRANTY

Lowell Manufacturing Company's Extended Warranty provides added protection to Lowell UPS equipment, when properly applied and operated within specified conditions, against faulty materials or workmanship including batteries for a period of five (5) years from the date of purchase.

	Limited Warranty	Extended Warranty
Electronics	3 years	5 years
Batteries	3 years	5 years
Technical Support	Yes	Yes
Replacement	Depot Exchange*	Advanced Exchange**
Shipping	Ground freight one way	Express shipment of replacement; return shipping is also included

* **Depot Exchange:** Customer returns defective unit using RMA process. Once received, a replacement unit will be shipped (ground).

** **Advanced Exchange:** Replacement unit is shipped (express). When replacement is complete, customer returns defective unit using RMA.

EXTENDED WARRANTY

Lowell Manufacturing Company Extended Service Plan provides added protection to Lowell Manufacturing Company UPS equipment, when properly applied and operated within specified conditions, against faulty materials or workmanship including batteries **for a period of five (5) years for products from the date of purchase.** For equipment sites within the United States and Canada, this service plan covers repair or replacement, at the sole discretion of Lowell Manufacturing Company. Lowell Manufacturing Company will pay for express shipment of the repaired or replacement product. This service plan applies only to the original purchaser.

This service plan shall be void if (a) the equipment is repaired or modified by anyone other than Lowell Manufacturing Company or a Lowell Manufacturing Company approved third party; (b) the equipment is damaged by the customer, is improperly used or stored, is subjected to an adverse operating environment, or is operated outside the limits of its electrical specifications; or (c) the equipment has been used or stored in a manner contrary to the equipment's operating manual, intended use or other written instructions. Any technical advice furnished by Lowell Manufacturing Company or a Lowell Manufacturing Company authorized representative before or after delivery with regard to the use or application of Lowell Manufacturing Company UPS equipment is furnished on the basis that it represents Lowell Manufacturing Company's best judgment under the situation and circumstances, but it is used at the recipient's sole risk.

EXCEPT AS STATED ABOVE, Lowell Manufacturing Company DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

EXCEPT AS STATED ABOVE, IN NO EVENT WILL Lowell Manufacturing Company BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF Lowell Manufacturing Company UPS EQUIPMENT, including but not limited to, any costs, lost profits or revenue, loss of equipment, loss of use of equipment, loss of software, loss of data, cost of substitutes, or claims by third parties. Purchaser's sole and exclusive remedy for breach of any service plan, expressed or implied, concerning Lowell Manufacturing Company UPS equipment and the only obligation of Lowell Manufacturing Company under this service plan, shall be the repair or replacement of defective equipment, components, or parts; or, at Lowell Manufacturing Company's sole discretion, refund of the purchase price or substitution of an equivalent replacement product.

AVAILABILITY

Lowell Manufacturing Company's Extended 5-year Warranty is available as an optional purchase for the UPS and External Battery Pack models listed below. The warranty must be purchased simultaneously with the UPS or battery pack.

For UPS Model:

Order Extended Warranty Model:

UPS8-800	UPS-EW-522
UPS8-1100	UPS-EW-522
UPS8-1500	UPS-EW-522
UPS8-2000	UPS-EW-523
UPS8-2200	UPS-EW-523
UPS8-3000	UPS-EW-523
UPS9A-1000	UPS-EW-877
UPS9A-1500	UPS-EW-877
UPS9AC-1000	UPS-EW-877
UPS9A-2000	UPS-EW-878
UPS9A-3000	UPS-EW-878
UPSA6-850	UPS-EW-A850
UPSV-700	UPS-EW-409
UPSV-1000	UPS-EW-409
UPSV-1500	UPS-EW-410
UPSV-2000	UPS-EW-410
UPS-XBPA-36E	UPS-EW-879
UPS-XBPA-36	UPS-EW-879
UPS-XBPA-48	UPS-EW-879
UPS-XBPA-72	UPS-EW-879
UPS-XBP-36E	UPS-EW-524
UPS-XBP-36	UPS-EW-524
UPS-XBP-48	UPS-EW-524
UPS-XBP-72	UPS-EW-524

OBTAINING SERVICE

If the UPS requires service:

1. Use the TROUBLESHOOTING section in the user manual to eliminate obvious causes.
2. Verify there are no circuit breakers tripped.
3. Call your dealer for assistance. If you cannot reach the dealer or if they cannot resolve the problem, call Lowell Manufacturing Company at (800) 325-9660. Technical support inquiries can also be made by email to sales@lowellmfg.com. Please have the following information available BEFORE calling:
 - Your name and address.
 - The serial number of the unit.
 - Where and when the unit was purchased.
 - All of the model information about your UPS.
 - Any information on the failure, including LEDs that may or may not be illuminated.
 - A description of the protected equipment, including model numbers if possible.
 - A representative will ask you for the above information and, if possible, help solve the problem over the phone. In the event that the unit requires factory service, the representative will issue you a Return Material Authorization number (RMA).

If you are returning the UPS for service, please follow these procedures:

1. Pack the UPS in its original packaging. If the original packaging is no longer available, ask the Lowell representative about obtaining a replacement set of packaging material. It is important to pack the UPS properly in order to avoid damage in transit. Never use Styrofoam beads for a packing material.
2. Include a letter with your name, address, daytime phone number, RMA number, a copy of your original sales receipt, and a brief description of the problem.
3. Mark the RMA number on the outside of all packages. Lowell Manufacturing cannot accept any package without the RMA number marked on the outside of the boxes.
4. Return the UPS by insured, prepaid carrier to the address provided by the Lowell representative.
5. Refer to the Warranty statements in this manual for additional details on what is covered.

RETURN MERCHANDISE AUTHORIZATION (RMA) PROCEDURES

It's very important to follow the RMA procedures for proper credit to be received for returned materials. The RMA procedures should be followed for any item being returned to Lowell Manufacturing Company.

After completing the TROUBLESHOOTING steps as outlined in the OBTAINING SERVICE section of this document, if it is determined that the UPS or BATTERIES need to be replaced, and the unit is covered by STANDARD WARRANTY, DOA POLICIES, or EXTENDED SERVICE PLAN, Lowell Manufacturing Company will assign an RMA number for the defective unit return.

Lowell Manufacturing Company RMA Process

1. Customer contacts Lowell Manufacturing Company via (800) 325-9660 to request an RMA.
 - Product serial number is required for issuing an RMA
2. Lowell Manufacturing Company will fax or email an RMA label and instructions to the customer.
3. The customer is instructed to:
 - Attach the RMA label to the shipment
 - Return all material in the original packaging with all accessories
 - Do not write on the box
4. The customer is responsible for shipping the RMA item to Lowell Manufacturing Company or its designated affiliate. If the item is over 75 lbs. the item(s) must be shipped via palletized freight or Lowell Manufacturing Company will not honor the RMA.
5. RMAs expire within 30 days of issue. If item(s) are not returned in the original unmarked packaging within 30 days, your account will be charged.