



Legendary Reliability™

APC Global Services

On-Site Service**High-Density Cooling Enclosure****- The right people, the right place, the right time**

This service provides APC authorized service personnel at the customer's location within a specified period of time. Parts, replacement battery, labor and travel are all included in this On-Site Service agreement. The On-Site Service from APC is available in four different configurations that allow the customer to determine how quickly APC should arrive on site for an unscheduled visit or emergency situation:

- **1-Year Next Business Day On-Site Service**
 - If deemed necessary, APC will provide authorized personnel on site next business day or sooner. Next business day is defined as Monday through Friday, 9am to 5pm – excluding holidays
- **On Site Response Upgrade**
 - **Next Day On-Site Service**
 - If deemed necessary, APC will provide authorized personnel on site next day, including weekends and holidays
 - **4 Hour Response On-Site Service**
 - For mission critical environments that require immediate response to service needs. Provides authorized personnel on site within 4 hours from the time that APC Technical Support deems an on site visit is necessary. This response level includes nights, weekends and holidays

Benefits to Customer:

- Frees customer resources to concentrate on core business objectives
- Varying levels of response time to meet customer's needs
- Security for quick response in an emergency situation

Important Points:

- **IMPORTANT:** *Can only be purchased if an APC Start-Up Service is performed.*
- *Preventive Maintenance Service must be purchased in conjunction with on site contract.*
- *If warranty or entitlement coverage lapses, an Preventive Maintenance visit must be performed before a service entitlement can be reinstated.*
- Service does not cover failures due to improper Start-Up, improper operation or use of equipment, lack of maintenance, alterations to original design or a change in location or operating use
- Multiple services can be purchased up front for multiple year coverage
- Can be purchased to provide up to a maximum of 10 years coverage (including coverage under factory warranty)
- Unit must be kept in an environment that adheres to manufacturer specifications
- The On-Site Service agreement must be purchased before expiration of unit factory warranty
- On-Site Service not available in all locations. Please consult with your local AGS office for coverage in your area
- **LIMITATIONS TO COVERAGE:**
 - **Service does not include scheduled Preventive Maintenance Visits**
 - **Does not cover failures due to improper operation or use of the equipment, lack of maintenance, failures related to chilled water supply, piping or modifications**
 - **Programming and adjustments related to security features**



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- **Smoke Detection Unit damage or cleaning, and Fire Protection Unit replacement gas**