



Statement of Work

Updated 04-06-2020

On-Site Battery Replacement Service with Preventive Maintenance and Extended Warranty for Select 1-5 kVA UPS Systems

On-Site Service Overview

This one-time service must be scheduled to take place 30-42 months after UPS purchase. At the designated time, technician(s) will travel to the customer's location to perform these tasks:

- Inspect, clean and evaluate the UPS, including vacuuming of exposed external surfaces and fan(s) to remove dust and debris.
- Remove the UPS system's internal batteries and replace them with customer-supplied Tripp Lite replacement batteries.
- Test the functionality of the UPS system.
- Review the existing UPS installation to determine whether environmental conditions might compromise UPS operation.
- Provide the customer with a detailed report listing work completed and recommended corrective actions not included in the scope of the service.
- Log UPS serial number and location to aid asset management.

Travel and labor costs are included in the price of the service, except as otherwise noted in the statement of work.

UPS Warranty Extension

The UPS system's standard factory warranty will be extended to 3 years total prior to the completion of the on-site service. The UPS system's standard factory warranty will be extended to 5 years total after the completion of the on-site service. See the UPS owner's manual or tripplite.com for a description of the factory warranty.

Out-of-Scope Tasks and Material

The service provider's responsibilities extend only to the tasks and material explicitly described in this statement of work. Any other tasks and material are considered out-of-scope, and they are not included in the service price. Whether out-of-scope tasks and material can be provided and whether additional charges will apply are at the sole discretion of Tripp Lite and further subject to availability.

This is a non-exhaustive list of out-of-scope tasks and material:

- UPS replacement batteries are not included. Compatible Tripp Lite replacement batteries must be purchased by the customer prior to the arrival of the technician(s).
- Disposal of batteries and packaging is not included.
- Replacement and/or configuration of external battery packs is not included.
- Reconfiguration of network cards, sensors and/or monitoring software is not included.

Service Completion Criteria

Tripp Lite will have fulfilled the service requirements after completing the tasks described in this statement of work and obtaining the customer's signed statement of completion.

Customer Responsibilities

The customer must prepare for the on-site service by fulfilling these responsibilities:

- Complete the pre-work checklist provided by Tripp Lite prior to scheduling the on-site service.
- Provide dates and times when the scheduled work can be performed.
- Schedule service to take place no later than 42 months after UPS purchase.
- Purchase compatible Tripp Lite replacement batteries and stage them near the UPS prior to the arrival of the technician(s).
- Facilitate site access for the technician(s). If preapproved security clearance is required, notify Tripp Lite prior to the arrival of the technician(s) and provide any contractor ID badges required.
- Provide access to the room where work will be performed.
- Provide an electrical outlet/power within 5 ft. of the UPS location.

Key Assumptions

The successful completion of the on-site service relies on certain assumptions agreed to by Tripp Lite and the customer. These assumptions include:

- All customer responsibilities have been fulfilled.
- All work will be performed during normal business hours or outside business hours, as specified in the service product description. “Normal business hours” is defined as Monday through Friday, 9:00 a.m. to 5:00 p.m. “Outside business hours” is defined as Monday through Friday, 5:00 p.m. to 9:00 p.m., plus weekends (Saturday and Sunday). Holidays are not included.
- The service requires a five-unit minimum, with one service part per unit.
- All tasks will be performed over a consecutive timeframe (applicable hours and days) unless otherwise agreed by all parties.
- Additional charges will apply for any work performed outside the agreed timeframe.
- The service is available for sealed lead-acid battery systems only.
- Additional charges will apply if the distance between sites exceeds 30 miles.
- Additional charges will apply if the replacement batteries are not staged, if the UPS location is inaccessible, if the site contact is unavailable or if technicians are turned away for any reason at the time work is scheduled.
- It may take up to two weeks to schedule service after the pre-work checklist is approved by Tripp Lite.

Tripp Lite reserves the right to invoice the customer if technicians are turned away upon arrival on-site or if the job is canceled less than 24 hours prior to technicians arriving on-site.