

Warranty and support services for the Powerware 9390 UPS

Ensuring optimum performance and reliability from your power protection architecture

Features

- ▶ Two-year, limited factory warranty on parts and labor for UPS, with on-site preventive maintenance
- ▶ Two years of secure UPS and battery remote monitoring by Powerware experts
- ▶ On-site start-up service for UPS and battery system, with power audit, remote monitoring installation and user training
- ▶ Access to a worldwide network of technical support personnel and Powerware service technicians
- ▶ Additional service plans for added confidence on both UPS and batteries

We are so confident about the performance and reliability of the Powerware 9390 UPS that we back it up with an extensive two year, limited factory warranty and service protection package.

When you choose a Powerware 9390 UPS, you've also chosen the peace of mind that comes with two years of limited factory warranty coverage, remote monitoring by Powerware experts, and onsite service from a highly-experienced team of Powerware field engineers.



Limited factory warranty and outstanding support services

▶ Start-up Service

Powerware provides comprehensive on-site service to commission and energize your new system, to ensure optimum performance and years of reliability. After a careful site inspection, the UPS and batteries are started, tested, and calibrated to meet the latest factory specification. We activate your Powerware remote monitoring and provide user training.

▶ Two-year limited factory warranty*

The Powerware 9390 warranty covers parts and labor for the UPS for a full two years.

▶ Secure remote monitoring

Secure remote monitoring by Powerware provides 7x24 real-time monitoring of 100+ UPS and battery alarms. Monthly email reports detail UPS and battery performance and alarm history. (Requires CAT5 LAN/Ethernet connection to email server.)

▶ Power protection site audits

A power protection site audit will assess the power delivery and protection architecture, forestall problems, and ensure readiness for your new Powerware 9390 UPS.

▶ On-site preventive maintenance visits

Powerware technicians will ensure that UPSs and batteries are performing properly and important maintenance checks are done.

▶ Expert technical support

The Powerware 9390 UPS is backed by Powerware Global Services, an organization with 40 years of experience, and a worldwide network of technical support and on-site service technicians.

Optionally you can upgrade your on-site support to guaranteed 8-, 4-, or even 2- hour response time, where available. You can also upgrade your secure remote monitoring service to include custom consultations and optional reports and monitoring services for trending, capacity planning, and other tailored services.

Optional service plans for added confidence

▶ PowerTrust™ Service Plan

This popular plan provides 7x24 on-site coverage (preventive and corrective) for UPS and batteries, with 8-hour response (where available). This plan includes remote monitoring, Web access to service site history, an annual power site audit, a UPS and battery preventive maintenance visit, and substantial discounts on upgrade/modification kits.

▶ PowerTrust Preferred Service Plan

Enjoy all the features of the PowerTrust Service Plan times two—add a second annual UPS and battery preventive maintenance inspection, plus remote monitoring services.

► Battery Service Plans

Bad batteries—usually the result of improper maintenance—cause more load losses than any other factor. Take the risk out of maintaining UPS batteries, with Powerware battery service plans. Battery coverage, when added to an existing UPS service plan, provides parts-and-labor replacement coverage for partial and full battery strings. Battery services may include additional preventive maintenance or replacement coverage, all of which can be added to either the basic warranty or additional service plan coverage to meet any need.

Achieve a new level of confidence

Powerware offers comprehensive warranty and service plans, with options tailored to your unique needs. You can enjoy a new level of confidence, knowing that your power protection systems are optimized for peak performance—delivering continuous, computer-grade power to critical systems and applications. To find out more about the new Powerware 9390 UPS and service plans to meet your needs, visit our website at www.powerware.com/9390, or contact us at 1-800-843-9433.

	Included
	Optional

Summary of Powerware 9390 limited factory warranty and service plan features

Features	Two-Year Limited Factory Warranty ¹	Two-year Service Protection Package ¹	PowerTrust Service Plan ²	PowerTrust Preferred Service Plan ²	Battery Coverage Service Plan ²
Standard preventive maintenance, warranty and service coverage					
5x8 on-site repair/replacement coverage for UPS (parts and labor)					
5x8 on-site repair/replacement coverage for batteries					
One on-site UPS performance check (PC)/preventive maintenance visit (PM)		PC	PM	PM	
One on-site battery preventive maintenance visit (PM)					
Second on-site UPS preventive maintenance visit					
Second on-site battery preventive maintenance visit					
Monitoring, technical support, and issue resolution					
7x24 technical support coverage					
7x24 technical support coverage, 8-hour response time					
7x24 technical support coverage, 4-hour response time					
7x24 technical support coverage, 2-hour response time					
Remote monitoring (7x24, battery/UPS/monthly reports)					
Web access to service site history					
Discounts on training, spare parts kits, and upgrades					
Start-up services					
5x8 Start-up service of UPS and batteries					
On-site user training					
Power protection site audit (power system, components, electrical, etc.)					
Installation of Web connectivity to Powerware for remote monitoring					
Automatic validation of the two-year limited factory warranty					

1. Included with Powerware 9390 UPS 2. Optional Service Plans.

*See the Limited Factory Warranty for Powerware 9390 products for details. Battery parts warranty is provided by the manufacturer; battery replacement labor coverage requires eReport remote monitoring and is limited. Powerware® and PowerTrust™ are a trademark(s) of Powerware Corporation. ©2004 Powerware Corporation

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