



UNSCHEDULED SERVICE 3-PHASE MODULAR UPS SYSTEMS

SERVICE PART NUMBER: C3P90000

Eligible Models	Coverage
SMO20KAMFA	20KVA Tower Chassis (Qty 2 Power Module SM10KAPMA)
	20KVA Tower Chassis N+1 (Qty 3 Power Module SM10KAPMA)
SMO40KAMFA	40KVA Tower Chassis (Qty 4 Power Module SM10KAPMA)
	40KVA Tower Chassis N+1 (Qty 5 Power Module SM10KAPMA)

Overview

The CyberPower Unscheduled Service for 3-Phase Modular UPS systems provides a service technician to come on-site to assist with various technical issues:

- A CyberPower-certified service technician will come on-site to perform the complete scope of work.
- Including, but not limited to, part replacement, taking the unit offline and putting it back online for maintenance, and other requirements.
- Disposal and/or recycling of replaced components (if required).

Exclusions from this Service Scope of Work

The following situations or identified services are not included in this standard service offering:

- Removal or service of other UPS system components.
- Non-CyberPower UPS systems or components.
- Support or service of third-party UPS systems or components.

UNSCHEDULED SERVICE DETAILS

Deliverables of Service	Description
Defined Scope and Pricing	Includes on-site technician labor for three hours, and travel expenses for one set price.
Scheduling	<p>Unscheduled service appointments are coordinated for a date and time based on the customer's requirements. Delivery of service parts (if needed) and service technician's arrival are also coordinated to meet the customer's needs. Standard service technician hours are 5x8. Upgrades to 7x24 scheduling are available for quote.</p>
Certified Service Technician	The service technician is certified to meet requirements for safety and product knowledge to perform service and replacement of service parts to meet factory specifications.
Service Parts Shipment	CyberPower will confirm the parts ordered, shipping address, shipment date, and any special conditions to ensure parts delivery.
Service Technician Arrival	CyberPower will coordinate the date and time for the service technician's arrival to meet with the appointed customer contact.
System Inspection	The service technician will inspect the system condition prior to parts removal.
System Shut Down and Restart	The service technician will shut the system down and restart it for facility-wide electrical maintenance.
Service Parts Positioning	The service technician will handle movement of parts from the shipping container to the UPS system location.
Service Parts Replacement	The service technician will remove the existing parts and install the replacement parts using CyberPower-defined service procedures.
Removed Parts Disposal	The service technician will recycle and/or safely dispose the removed service parts and related packaging.

PROJECT PLAN AND DELIVERY

Scheduling

The services, delivery planning and schedule details are provided by CyberPower to the customer.

Location

CyberPower will receive the service address from the end user, including specific site information where appropriate.

Service Completion

CyberPower will have completed the scope of the service when all activities are delivered as written in this document or the service is terminated for other reasons within the CyberPower customer agreement for this service.

RESPONSIBILITIES - CYBERPOWER & CUSTOMER

CyberPower Responsibilities

- Arrival and services performed on the scheduled service date.
- Perform all the activities and provide all the service parts as defined in this Scope of Work document.
- If applicable, recycle and/or properly dispose of removed service parts and the related packaging in accordance with local regulations.
- Provide the customer with a signed copy of the completed service form(s).
- If applicable, provide the customer with any service recommendations outside the Scope of Work document.

Customer Responsibilities

- Prior to placing a service order, provide information about any special on-site conditions that could impact the completion of the service. Included, but not limited to, site access requirements, security clearance requirements, union rules, vehicle access, loading dock access, elevator options, or other special situations.
- Upon review and agreement with CyberPower, special site conditions must be documented on the customer's purchase order.
- Provide dates and times for the service to be performed.
- Provide an acceptable location for any parts that may be necessary for the service and staging until the service technician's arrival. If a location is not available, the customer must contact CyberPower's sales to work out alternative arrangements. Additional charges may apply.
- Provide an on-site point of contact and site access for the service technician.
- Aid in moving large service parts and/or provide the service technician access to on-site moving equipment such as a dolly, hand truck, pallet jack, or other.

CYBERPOWER TERMS & CONDITIONS

- This is a standardized service with a fixed price and applies to customer site locations with standard site and product access. Any special site requirements or conditions may require a custom quote. Contact CyberPower's sales prior to placing a purchase order.
- All services performed on-site will occur during normal business hours (Monday – Friday 8 am to 5 pm). If scheduling needs to be done outside of normal business hours, please contact CyberPower's sales for a custom quote.
- All on-site services are performed by a CyberPower-certified service technician.
- System components and parts may arrive in advance of the service technician's visit and must be safely stored in the customer's receiving storage area.
- If safe system components, parts storage and staging cannot be provided in advance of the service technician's visit, please contact CyberPower's sales prior to placing the purchase order for a custom quote to have special "service technician internal delivery" handling charges added.
- The equipment being serviced must be operated or stored in an environment that meets manufacturer-defined specifications.
- Upon completion, the service technician will provide a signed checklist of all the services performed.
- CyberPower's standard service terms and conditions apply.
- [Lifetime Limited Warranty SMUPS10-40kW.pdf](#)