

In-Warranty Services

APC products are backed by comprehensive warranties and policies to afford basic peace of mind right out of the box. Most APC products ship in the United States and Canada with a standard two-year comprehensive warranty. Depending on your location or product you may instead have a one- or three-year warranty. For more information, please consult your accompanying product documentation.

Extended warranties and service programs are also available [click here for details](#).

Repair services are not available in all locations. Contact your local APC Technical Support Engineer ([on-line/via phone](#)) to find out more.

Standard In-Warranty Services

Customers having difficulty with APC products should attempt to solve those problems through APC's Technical Support Problem Escalation Process.

1. Look for a solution in APC's [Technical Support Knowledge Base](#)
2. Contact an APC Technical Support Engineer [on-line](#)
3. Contact an APC Technical Support Engineer [via phone](#)

In-warranty service programs cover problems as defined in the user's manual of installation and operation. For in-warranty service, customers have several options. Please refer to the owner's manual of your product for individual length of warranty.

Who Should Use Standard In-Warranty Service

Customers who require service during the defined factory warranty period of operation should use in-warranty service.

How Does Standard In-Warranty Service Work

Defective products may be returned to APC by the customer for replacement or repair during the standard warranty period. Defective products will be replaced or repaired and returned to the customer. Customers who must have original units back rather than replacement units due to assigned asset tags and set depreciation schedules must declare such a need at first contact with APC. It will be APC's standard practice to issue factory reconditioned replacement units in exchange for original units. The warranty on reconditioned units delivered for in-warranty service is 90 days or the remainder of the original warranty period, whichever is longer. Repaired units carry the balance of their original warranty period.

Benefits of Standard In-Warranty Service

For problems found within the first 30 days of operation, APC will replace defective units with new units and pay all associated shipping charges. For defects found after 30 days, standard service offers quick turnaround time by sending a replacement unit or, if requested, repairing the customer's original UPS system. For companies with assigned asset tags and set depreciation schedules, getting the original back rather than a replacement may be important.

Next Day Drop-Off Option

Who Should use Next Day Drop-Off Option

Customers choosing the next day drop-off option will receive a visit from an APC authorized representative who will deliver a replacement unit to the customer's site while picking up the defective unit. Customers who call before 12:00 p.m. Singapore time will receive their replacement unit the next business day. Customers calling after 12:00 p.m. Singapore time will receive their unit in two business days.

How Does the Next Day Drop-Off Option Work

This option requires that the customer be present on site at the agreed upon time to accept delivery of the replacement unit. If the customer is not present upon arrival of the APC authorized representative, it will be the customer's responsibility to reschedule the delivery/pickup by calling [Technical Support](#). Deliveries not rescheduled within 7 days will be considered completed and will receive no further action from APC. Customers declaring the need for the return of the original unit will receive the original unit back within 7 days of pickup.

Benefits of the Next Day Drop-Off Option

For problems found within the first 30 days of operation, APC will replace defective units with new units and pay all associated shipping charges. For defects found after 30 days, next day drop-off service offers quick turnaround time by

sending a replacement unit or, if requested, repairing of the customer's original UPS system. For companies with assigned asset tags and set depreciation schedules, getting the original back rather than a replacement may be important.

Important Note: At the time of delivery, the faulty unit must be electrically de-installed and ready to be removed from the customer site. Customers who have not electrically de-installed the faulty unit prior to the arrival of the APC representative will be required to reschedule the replacement delivery and will be charged a no trouble found service fee. APC is not responsible for the electrical de-installation of faulty units, but may perform this service on a Time and Materials basis at the customer's request.

For further information on our Time and Materials policy, please refer to APC's [Terms and Conditions document](#).