Extended Warranty Registration

An Extended Warranty SKU needs to match the Hardware it has been purchased for.

e.g. WBEXTWAR1YR-SP-02 can be attached to a SmartUPS 750 or 1000. Larger units require different Service SKUs.

Warranty Extensions can be purchased for one or three years.

There are two different types of Extended Warranties. SKUs starting with WBEXTWAR are "Services in a box". They are purchased for new product purchases and will have to be registered by the customer. (See following work instruction)

SKUs starting with **WEXTWAR** are purchased for warranty renewals or high volumes. Enduser and product details need to be provided by the distributor with the Purchase Order. This is then registered directly by the SET Team.

Register Extended Warranties

This document provides step by step instructions on how to register an WBEXTWAR on APC website: https://www.apc.com/cz/cs/support/entitlement/

Log on to the website and start the registration process by entering keycode x837x:

Not any more

Solutions Products and Services Support Your Busines

Thanks for responding!

To register your product online, please enter the proper key code from your product regist

x837x Submit

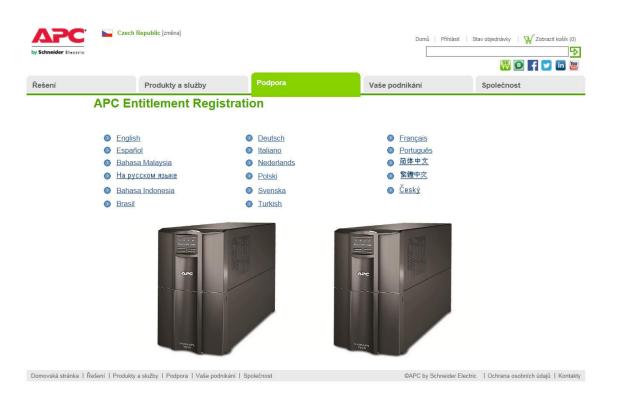
If you have no key code please click here.

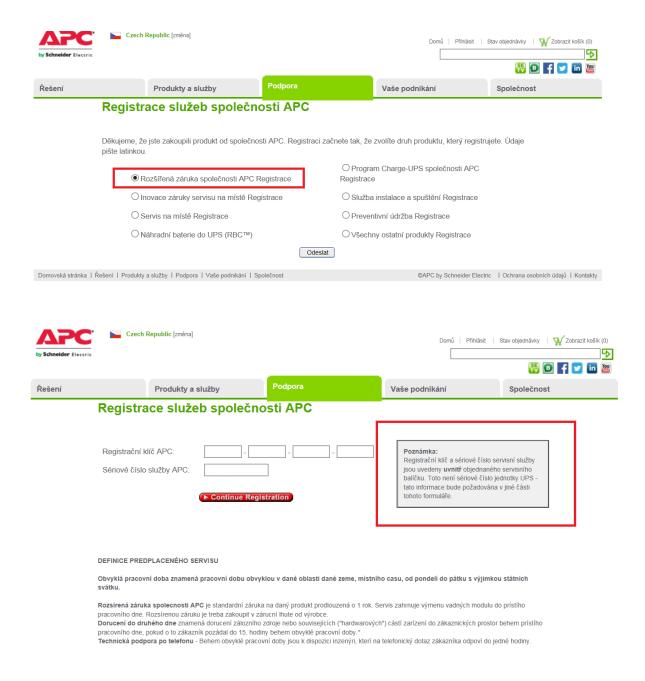
Vielen Dank für Ihre Antwort!

Wenn Sie Ihre Garantie online anmelden möchten, geben Sie bitte den entsprechenden C Garantiekarte) ein.

Senden

Wann Sie den Code nicht kennen. Wicken Sie hitte hier





Possible Registration Issues

In case a customer is unable to register the extended warranty online, please try to register the extended warranty on the customer's behalf.

Check if the UPS still under factory warranty and follow the instuctions in "Service Pack Registration Process".

In case you are unable to complete the registration, ask the customer for the following information:

- 1. Service Part Number
- 2. Service Serial Number
- 3. Service Registration Key Number
- 4. UPS Model Number and Serial Number
- **5. UPS Purchase Date**
- 6. End customer details incl. name, address, contact and phone number (if available, provide in Touch Account ID)

Send this information to "EMEA Services Entitlements" with the request to register the Extended Warranty. The Service Entitlements Team will enter this directly into inTouch.

Example:

