



coastTec<sup>®</sup> CPP  
COMPREHENSIVE PROTECTION PLAN<sup>®</sup>

**APC**<sup>®</sup>  
by Schneider Electric



# POWERING SUCCESS WHEN THE POWER GOES OUT

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For more than 30 years, CoastTec has been setting the industry standard for reconditioning and repairing single-phase Uninterruptible Power Supplies (UPS). As the only APC Certified out-of-warranty service center in the United States, our core business is focused on reuse, remanufacturing to component level and certified pre-owned sales. All of this work is performed by our own team of engineers and APC Certified Repair Technicians in our full-service production facility.





# DON'T SET 'EM & FORGET 'EM

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Don't let the small part of your job turn into your big nightmare.

Many businesses deploy a fleet of UPS units but don't maintain them, even as the batteries wane. They "set 'em and forget 'em." But that's a huge risk to your data, your network and your investment.

Your UPS keeps business up and running during constant and unpredictable power fluctuations. IT equipment can only withstand 16 milliseconds of an outage. The UPS will detect, verify and react to a power problem in 4 milliseconds. Without a UPS during a power outage, your equipment doesn't have the chance to shut down properly, leaving you prone to data and equipment loss.





# COMPREHENSIVE PROTECTION PLAN® (CPP)

## Keeping your UPS from turning into OMG.

Our Comprehensive Protection Plan® (CPP) is the easiest, most cost-effective way to manage and maintain your UPS fleet. You will realize substantial savings by servicing your current UPS units in between purchasing cycles.

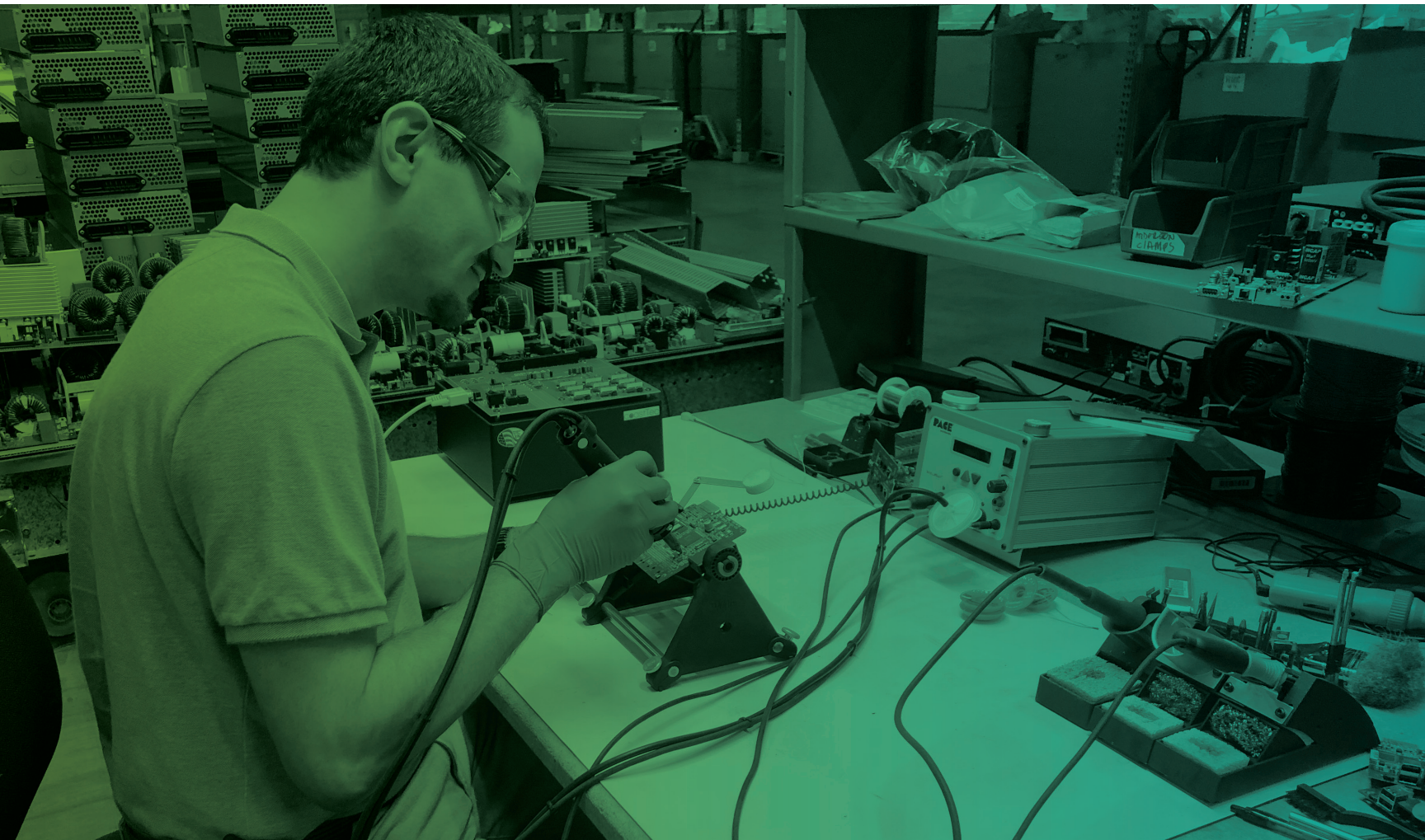
The way we see it - why pay for coverage of every UPS if they aren't all going to fail in the same year? The CPP covers your fleet for a specific number of "Service Credits" based on a predictive failure rate for the year. Credits can be redeemed for either proactive UPS replacement or to quickly respond to an untimely failure. If you don't have personnel to install the UPS, Service Credits can also be redeemed to dispatch one of our technicians to swap the UPS on-site within the continental United States. Credits can be rolled over from year to year.

Our team of UPS experts will perform a FREE Risk Assessment of your fleet to determine the appropriate number of credits needed to cover your fleet against failure and to support your proactive service goals. And we'll even develop a lifecycle management plan for your UPS fleet.

## Minimal downtime. Maximum ease.

When a unit fails, we keep you on the course for success with a fast, convenient replacement process.

The CPP offers timely fulfillment and purchasing ease. One PO covers service for the year. There are no fire drills and you're prepared for anything. We even offer remote monitoring and onsite service.





# HOW IT WORKS

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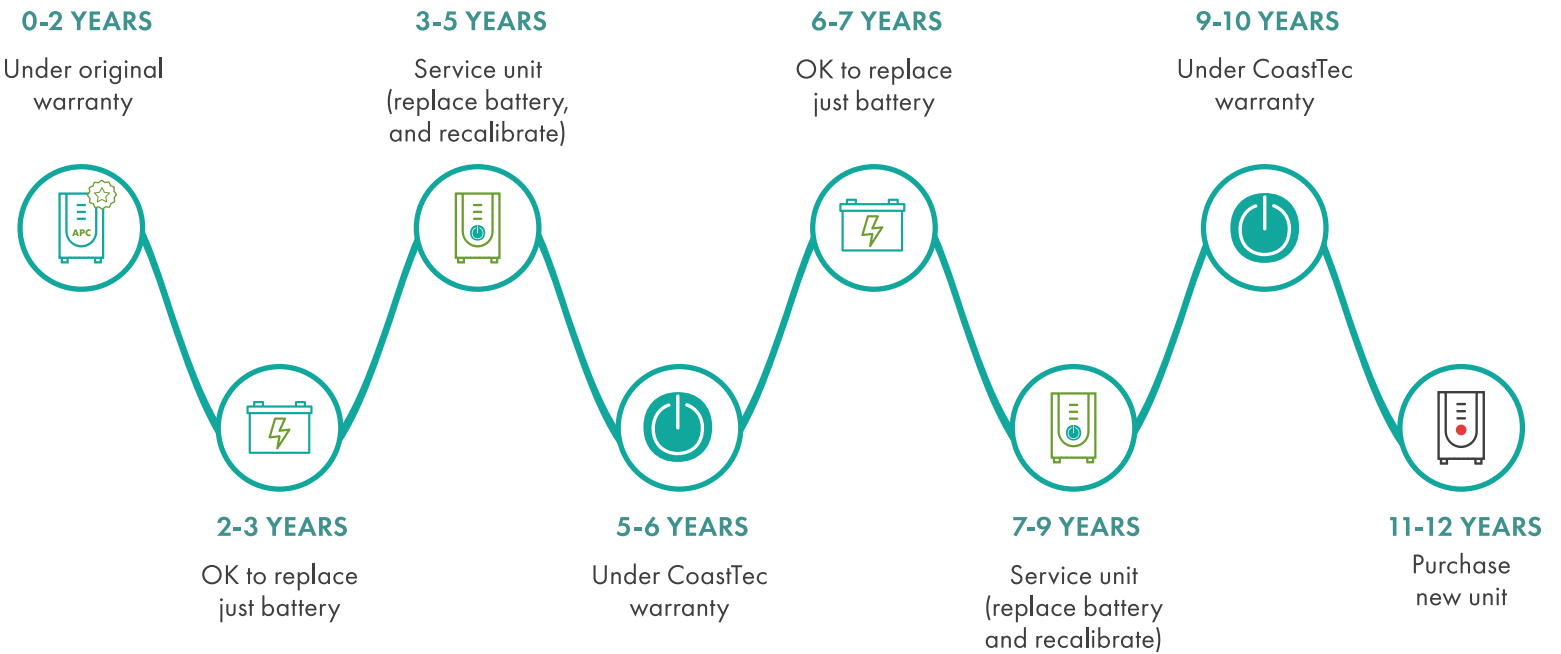


# CPP LIFECYCLE MANAGEMENT

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With proper care and maintenance a UPS can give you years of trouble-free service. CoastTec will become your partner to help you manage their lifecycle.

## WHERE IN THE LIFECYCLE IS YOUR FLEET?



## REUSE. RECONDITION. RECYCLE.

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Used electronic products are a rapidly growing problem in our waste stream due to their quantity and toxicity. We are helping combat this mounting problem by keeping UPS units out of landfills and ensuring their hazardous components never make it into our air, soil and water.

As part of our commitment to sustainability, CoastTec is R2:2013 and RIOS certified, creating an environmentally responsible recycling solution for our customers.

Let CoastTec help you help the environment.





# CPP ASSET MANAGEMENT

Using our customizable online CPP Tracker we will record and monitor your account in real time. You will have full access to view:

- Available Credits
- Used Credits
- Shipped To Locations of UPS
- Dates of Shipments
- UPS Model Numbers
- UPS Serial Numbers
- Warranty Start/End Dates
- Returned Assets

Location	Invoice Date	Invoice Period	Invoice Amount	Credits	UPS Model	UPS Serial	Warranty Start	Warranty End
1055 Ashley Drive Tampa, FL 33610 Adm Keith Thomas	November 21, 2017	November 21, 2017	34.5		R1712140001	1.5	34.5	
1055 Ashley Drive Tampa, FL 33610 Adm Keith Thomas	November 21, 2017	November 21, 2017	34.5		R1712140001	1.5	34.5	
1055 Ashley Drive Tampa, FL 33610 Adm Keith Thomas	December 1, 2017	December 1, 2017	20.25		R1712140001	1.5	20.25	
1055 Ashley Drive Tampa, FL 33610 Adm Keith Thomas	December 1, 2017	December 1, 2017	28		R1712140001	1.5	28	
1055 Ashley Drive Tampa, FL 33610 Adm Keith Thomas	December 27, 2017	December 27, 2017	14.5		R1712140001	1.5	14.5	
1055 Ashley Drive Tampa, FL 33610 Adm Keith Thomas	January 9, 2018	January 9, 2018	10.25		R1712140001	1.5	10.25	
1055 Ashley Drive Tampa, FL 33610 Adm Keith Thomas	January 23, 2018	January 23, 2018	63.75		R1712140001	1.5	63.75	
1055 Ashley Drive Tampa, FL 33610 Adm Keith Thomas	January 29, 2018	January 29, 2018	57		R1712140001	1.5	57	
1055 Ashley Drive Tampa, FL 33610 Adm Keith Thomas	January 29, 2018	January 29, 2018	55.5		R1712140001	1.5	55.5	
280 Weber Street, 8th Floor, Boston, MA 02210	January 29, 2018	January 29, 2018	54		R1712140001	1.5	54	
280 Weber Street, 8th Floor, Boston, MA 02210	February 2, 2018	February 2, 2018	44.25		R1712140001	1.5	44.25	
280 Weber Street, 8th Floor, Boston, MA 02210	March 16, 2018	March 16, 2018	28.5		R1712140001	1.5	28.5	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	March 16, 2018	March 16, 2018	25.75		R1712140001	1.5	25.75	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	April 10, 2018	April 10, 2018	10		R1712140001	1.5	10	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	May 3, 2018	May 3, 2018	13.25		R1712140001	1.5	13.25	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	June 14, 2018	June 14, 2018	10.75		R1712140001	1.5	10.75	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	June 21, 2018	June 21, 2018	90.75		R1712140001	1.5	90.75	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	June 28, 2018	June 28, 2018	88		R1712140001	1.5	88	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	July 10, 2018	July 10, 2018	86.5		R1712140001	1.5	86.5	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	July 16, 2018	July 16, 2018	86.5		R1712140001	1.5	86.5	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	July 17, 2018	July 17, 2018	86.5		R1712140001	1.5	86.5	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	July 20, 2018	July 20, 2018	86.5		R1712140001	1.5	86.5	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	July 30, 2018	July 30, 2018	86.5		R1712140001	1.5	86.5	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	August 6, 2018	August 6, 2018	86.5		R1712140001	1.5	86.5	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	August 11, 2018	August 11, 2018	86.5		R1712140001	1.5	86.5	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	August 21, 2018	August 21, 2018	86.5		R1712140001	1.5	86.5	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	August 28, 2018	August 28, 2018	86.5		R1712140001	1.5	86.5	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	August 28, 2018	August 28, 2018	86.5		R1712140001	1.5	86.5	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	August 28, 2018	August 28, 2018	86.5		R1712140001	1.5	86.5	
1800 North Magnolia Ave, Orlando, FL 32822 Adm Brian McWhirley	August 28, 2018	August 28, 2018	86.5		R1712140001	1.5	86.5	



1322 Year of Manufacture  
141199 Week of Manufacture

## HOW TO READ A SERIAL NUMBER

UPS don't last forever, so it's helpful to know the age of your unit. The first four digits in the APC serial number can actually tell you exactly when your UPS was manufactured. If it's more than 3-5 years old (like this example), it's probably time to get the unit serviced or replaced.



# ADDITIONAL CPP SERVICES

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Don't let the small part of your job turn into your big nightmare.

Many businesses deploy a fleet of UPS units but don't maintain them even as the batteries wane. They "set 'em and forget 'em." But that's a huge risk to your data, your network and your investment.

## ONSITE INSTALL SERVICES

CoastTec has the capability to deploy technicians throughout North America for any onsite UPS needs – whether a single RBC (battery) replacement or site-wide fleet refresh. CoastTec has you covered.



- Network of 700 technicians nationwide
- Install replacement UPS
- Replace RBC onsite
- Configure and install Network Management Cards
- Install additional battery packs and stepdown transformers
- Remove and package old UPS equipment (single-phase)
- Large or small projects
- Installs can be completed 24/7

## CUSTOMIZATION OF UNITS

CoastTec's engineering department can customize units to meet your specific needs.



- Manufacture and install longer cords
- Install custom input plugs
- Install and configure custom output receptacles
- Install lower than current firmware
- Manufacture and install shipboard option for units

## LOGISTICS SERVICES

CoastTec's large warehouse and national footprint can be utilized to manage your storage and deployment requirements.



- Stage and store inventory at our facility
- Top charge units for deployment over time
- Pre-configure and install Network Management Cards
- Dispatch technicians to perform install (ie. Rack and Stack)
- Collect old equipment and recycle in adherence with R2:2013 standards



# OUR INDUSTRY LEADING RECERTIFICATION PROCESS

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Using the following rigorous 30-Step Recertification Process, our APC Certified Repair Technicians expertly recondition every UPS, giving you peace of mind that your unit is in peak condition and that your data will be protected.

- 1 Replace batteries
- 2 Inspect the unit for any component damage or excessive heat markings
- 3 Replace any missing parts
- 4 Verify charging circuit
- 5 Adjust the charging circuit
- 6 Check APC database for any engineering change orders
- 7 Fix any cold solder joints or loose components
- 8 Tighten all Fast-on connectors
- 9 Check earth leakage
- 10 Adjust AC line constant to insure proper reading of the incoming AC line
- 11 Adjust all 4 battery constants
- 12 Adjust power constant
- 13 Perform lights test
- 14 Verify firmware version and flash EPROM with new version or replace microprocessor with new version
- 15 Verify and adjust I/O constant
- 16 Verify and reset UPS identity code
- 17 Reset battery change date
- 18 Verify the waveform of the output on the oscilloscope
- 19 Verify transfer point to boost function
- 20 Turn down input voltage further to verify transfer point to full battery
- 21 Turn up input voltage to verify transfer point to trim function
- 22 Turn up input voltage further to verify transfer point to high voltage battery
- 23 Adjust any transfer point as needed
- 24 Load unit to 100% load and cut input power to ensure load stays up and waveform is stable
- 25 Verify all push buttons are functioning properly
- 26 Verify all bezels are properly attached and replace if necessary
- 27 Verify integrity of all mounting brackets, if applicable
- 28 Re-paint or replace covers
- 29 Inspect to insure all screws are properly installed and properly torqued
- 30 Clean entire unit

## PROTECTION YOU CAN COUNT ON

Beyond the reassurance you receive from our 30-Step Recertification Process, each Factory Recertified UPS that is put into service will carry a **Full One or Two Year Warranty**. The warranty begins on the date of replacement of each unit, giving you the same confidence and protection as the first day you purchased your UPS.





# CPP FREQUENTLY ASKED QUESTIONS

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## **Q. Are the UPS that CoastTec sends new?**

A. All CoastTec UPS are APC Factory Recertified with brand new batteries. All UPS go through CoastTec's 30-Step Recertification Process.

## **Q. What is the warranty on the UPS CoastTec sends and will I be charged credits to replace a UPS that fails under warranty?**

A. All Smart-UPS units include a Full Two-Year Warranty on the UPS and battery. Back-UPS units, RBCs and accessories include a Full One-Year Warranty. If the UPS fails under the warranty there is no charge for a replacement unit. Shipping costs are also included as part of the warranty.

## **Q. How do I purchase the CPP?**

A. The CPP program is sold as an APC SKU, which can be purchased through any APC authorized channel partner. CoastTec works with hundreds of partners across the country.

## **Q. Do the Service Credits have an expiration date?**

A. Credits are valid for one year from date of purchase. However, if there are remaining credits towards the end of the year, CoastTec will work with customer to proactively redeem them to service older UPS or will allow credits to roll over to the next year.

## **Q. How do I use my credits?**

A. CoastTec will provide a Welcome Letter upon purchase that provides all of the instructions to redeem credits. The customer will have a custom email address (yourcompanyname@coasttec.com) and a designated Account Representative to handle all requests. Typically, the customer sends an email detailing the model number, as well as the contact and location that requires a UPS replacement. CoastTec will then process the order and ship the UPS out.

## **Q. What is the standard turn-around time to get a replacement UPS?**

A. CoastTec tries to fulfill any CPP request by next business day. The UPS will ship out FedEx Ground.

## **Q. Can I get overnight shipping?**

A. Yes, CoastTec can expedite shipping anywhere in the continental United States by redeeming additional Service Credits.

## **Q. How do I track my Service Credits?**

A. CoastTec will set up a CPP Tracker, which is a dynamic web-based tool giving the customer full access to log in at any time to view the account. The CPP Tracker provides all info including: credits purchased, credits remaining, model number, serial number, warranty start and end dates, address where the UPS shipped, and all info on returned assets. The CPP Tracker can also be customized with any information the customer would like to add.

## **Q. What happens in the event I run out of credits?**

A. There is no penalty for using credits early. The customer can buy more credits at any time throughout the year.

## **Q. What if I do not have personnel to install the UPS?**

A. CoastTec offers nationwide tech coverage to handle any installations of our UPS. Simply request a technician install when requesting a UPS and CoastTec will work with customer to set up a time to have our tech swap out the UPS and return the old UPS. The customer will simply use their existing credits to cover the installation. It's as easy as that!

# WHY IS CPP THE BEST CHOICE FOR UPS FLEET MANAGEMENT

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- Cut just one purchase order cover ALL UPS needs across ALL locations.
- Umbrella coverage on entire fleet regardless of age, manufacturer or condition.
- Cost savings of up to 50% per UPS replacement vs. new.
- Quick turnaround on unit replacements.
- Send an email and get equipment and/or technician dispatched.
- Onsite technicians can be dispatched to replace UPS/RBC/Network Management Cards using credits.
- Customized asset management tool to track all equipment history and collect data for future planning.
- Dedicated Account Representative.
- Environmentally friendly - service all UPS rather than disposing and buying new.





# CPP TESTIMONIALS

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See what other customers are saying about the Comprehensive Protection Plan.



*"It's outstanding that a relatively small company such as CoastTec can provide relief from our biggest headaches. Making the Government substantially more green is icing on the cake."*

Government IT Senior Official



*"Missouri-based Mercy health care system has more than 40 hospitals, nearly 700 clinics and approximately 4,000 UPS units. We enlisted CoastTec to eliminate the headaches, scrambling and costly shipping out of managing our UPS fleet. And that's something everyone can feel good about."*

Manager of IT Department  
MercyHealth Headquarters



*"There really aren't other options for what CoastTec does. You could buy new units, but sustainability is in our DNA at Toyota so recycling and reconditioning was a natural choice for us."*

Gregory Carothers, CSM  
Facilities Operation Manager  
RE&F at Toyota Motor Sales USA



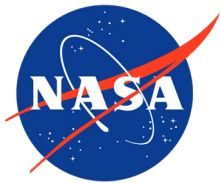
*"The CPP has taken shipping and logistics from my end. I like that it only takes an email to get things going and the product is on its way."*

Jason Staples  
Manager of Support Services  
Southern States

# SOME OF OUR CPP CUSTOMERS

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From all sizes and geographies and a diverse range of industries, including education, government, healthcare, reseller and retail.





For the past three decades, I have pushed my team to be innovative and proactive to anticipate the needs of our customers. Now with hundreds of thousands of UPS units protected by the CPP Program, we are still laser-focused on being able to provide the most cost effective, customer friendly and easily administered solution for your fleet of UPS. Don't set 'em and forget 'em.

Let our team at CoastTec take care of your UPS!



Jon Sevel, CEO of CoastTec





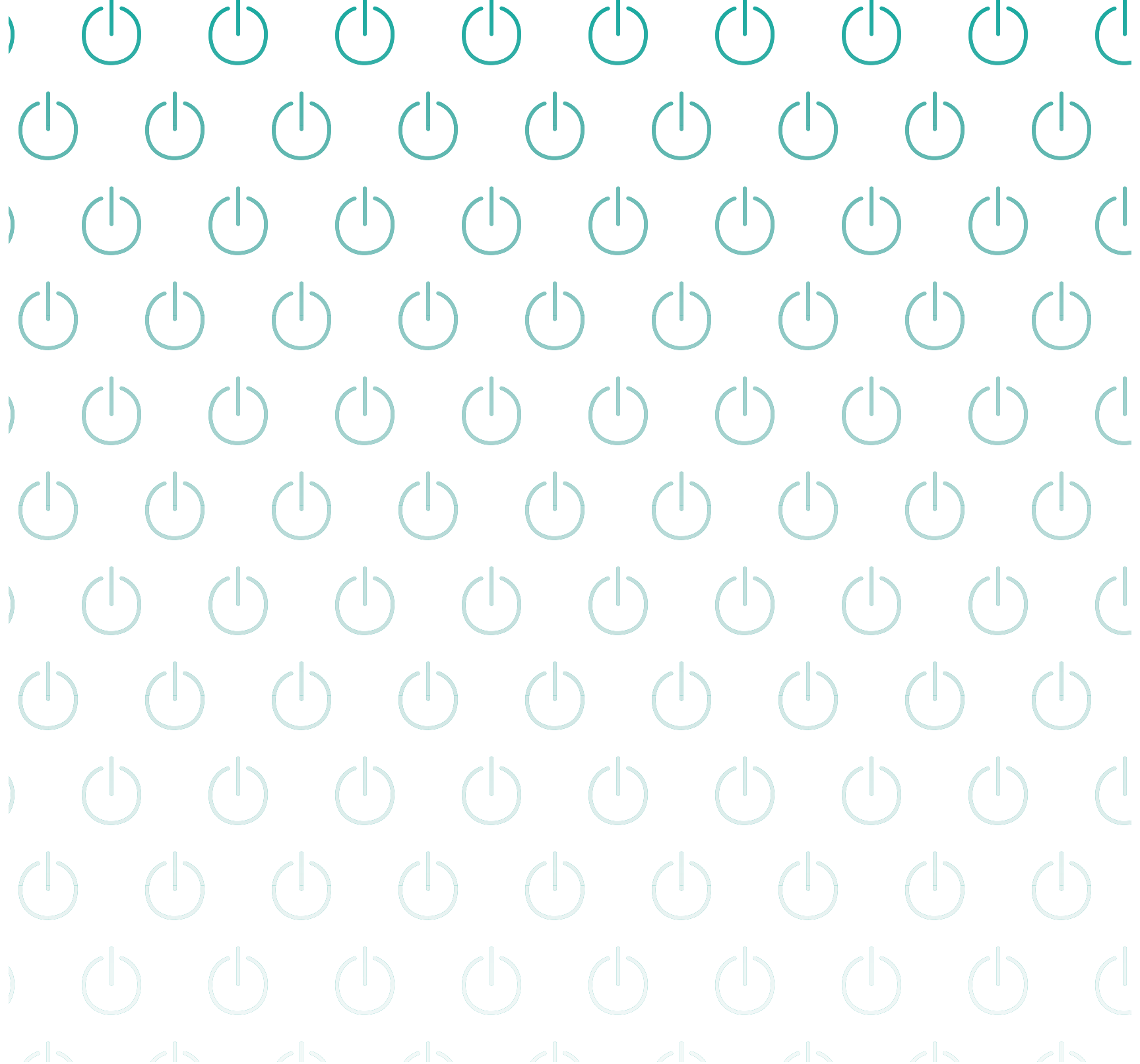
CAUTION

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coastTec

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