

## POWERING SUCCESS WHEN THE POWER GOES OUT

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.

## COMPREHENSIVE PROTECTION PLAN<sup>®</sup>

### Keeping your UPS from turning into OMG.

Our Comprehensive Protection Plan<sup>®</sup> (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



### UNIT FAILS

Customer's UPS or RBC fails, or customer wants a proactive replacement.



### SEND EMAIL

Customer sends email to CoastTec to request UPS/RBC and technician for install if required.



### COASTTEC SENDS REPLACEMENT

CoastTec sends an APC Factory Recertified UPS or new RBC to replace customer's UPS/RBC.



### SWAP UNITS

Customer or CoastTec Technician swaps UPS/RBC.



### REDEEM SERVICE CREDITS

CoastTec deducts Service Credits from customer's account.



### PACKAGE OLD UNIT

Customer or CoastTec Technician packages failed UPS/RBC.



### RETURN OLD UNIT

Customer or CoastTec Technician returns failed equipment via prepaid shipping label.



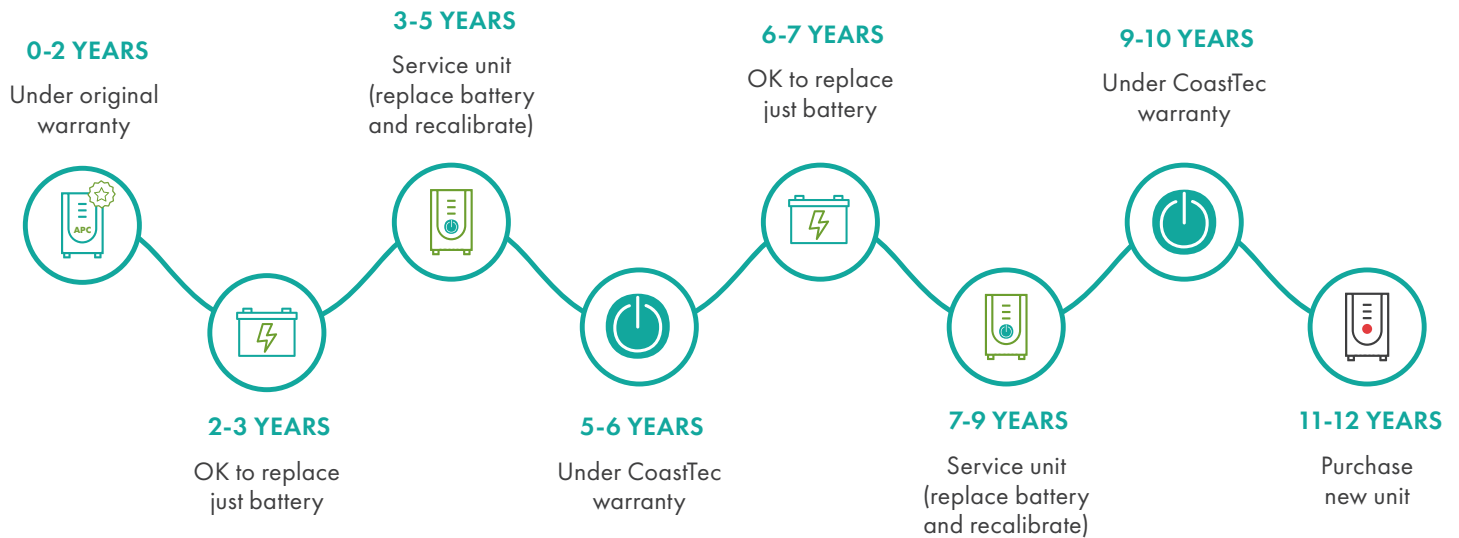
### UP TO TWO YEAR WARRANTY

Customer has a working UPS which is covered under warranty up to two years!

# WHY IS CPP THE BEST CHOICE FOR UPS FLEET MANAGEMENT?

- 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.

## WHERE IN THE LIFECYCLE IS YOUR FLEET?



## 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

\*Ask about CoastTec's Logistics Services which includes CoastTec storing new UPS and equipment for customers and dispatching as needed to customer sites.

## 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 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.

