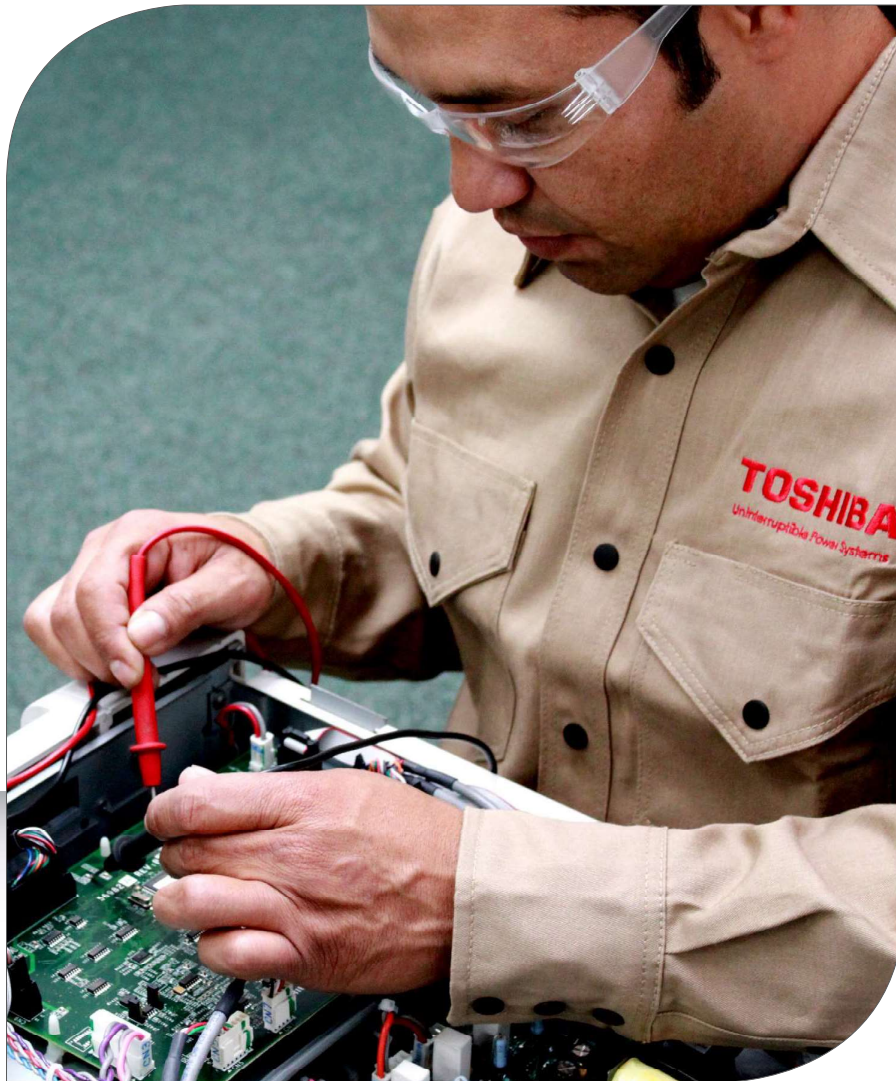


TOSHIBA

Leading Innovation >>>



SERVICE & MAINTENANCE

SINGLE-PHASE UPS



RELIABLE SERVICE FOR PEAK PERFORMANCE

Have confidence in your UPS's performance knowing you are protected with a Toshiba annual service agreement or preventive maintenance agreement. These offerings cover the cost of mechanical breakdowns beyond your standard Toshiba warranty. Purchasing an added protection plan offers you value, peace of mind, convenience, and top-notch service.

» SINGLE-PHASE ANNUAL SERVICE AGREEMENT

Selecting an annual service agreement is a critical decision that will dramatically affect the quality and dependability of power to your critical load. Tailored, site-specific service agreements range from simple scheduled preventive maintenance programs to extended warranty programs with guaranteed response times, 24/7/365 coverage, and discounted replacement parts.

- **Several Annual Service Agreement Options** are offered by Toshiba to maximize your UPS's reliability and performance.
- **Our Service Personnel Are Expertly Trained** in the latest factory information, drawings, and certifications in order to keep your equipment operating to factory specifications.
- **Toshiba Guarantees Full Service Support** for all of your UPS needs.



» SINGLE-PHASE PREVENTIVE MAINTENANCE AGREEMENTS

Derived Mean Time Between Failure (MTBF) rates are based on an ideal operating environment. Real operating environments vary from benign to outright hostile. Preventive maintenance will help ensure that you get the maximum service out of your Toshiba system.

Annual maintenance of your UPS unit is recommended to ensure maximum reliability and performance. Toshiba offers a variety of preventive maintenance agreements that are designed to suit your system's needs. Preventive Maintenance plans are available as individual packages and are included in the Platinum, Gold, and Silver Annual Service Agreement plans.

- **A 59-Point Check** includes environmental, visual, and operational inspections of your UPS unit.
- **Periodic Inspection, Calibration, and Adjustment** of the UPS's control and monitoring systems are necessary to ensure continued optimal performance and the highest level of reliability.
- **Regular Maintenance** can help detect early signs of degradation in batteries, fans, and other components to allow for timely repair without the UPS unexpectedly failing.
- **Performed By Toshiba's** professionally trained service personnel.

» SERVICE PROVIDERS

Toshiba's growing network of more than 120 Authorized Service Providers supply factory trained technicians to service and support Toshiba UPSs throughout the contiguous United States, Canada, Caribbean, Mexico, and Central and South America.

» WARRANTY*

Single-phase UPS systems are supported by Toshiba's industry-leading three-year parts and labor warranty and a 24/7/365 hotline. This ensures that customers get the quickest possible resolution to any warranty or service issue that may arise.

*See single-phase warranty card for details.

SINGLE-PHASE ANNUAL SERVICE AGREEMENT PLANS

1400, 1600EP, & 1600XP SERIES

	Platinum Plan	Gold Plan	Silver Plan	Standard Warranty <small>*Included w/ Purchase</small>	X2 Plan <small>*Extends Standard Warranty Up to Two Years</small>	724 Any-Hour Plan
24/7 On-Site Service <i>(Holidays & Weekends Included)</i>	✓	—	—	—	—	✓
Rapid On-Site Emergency Response <i>(Six Hours On-Site Time or Less)</i>	✓	—	—	—	—	—
24/7 UPS Preventive Maintenance	✓	—	—	—	—	—
One UPS Preventive Maintenance Inspection Monday - Friday 8:00 a.m. - 5:00 p.m.	✓	✓	✓	—	—	—
100% Parts & Service Coverage on Corrective Maintenance	✓	✓	—	✓	✓	✓
Free Replacement Parts for Spare Parts Kit <i>(Requires Purchase of Initial Kit)</i>	✓	✓	—	✓	✓	✓
On-Site Response Time Monday - Friday 8:00 a.m. - 5:00 p.m.	✓	✓	✓	✓	✓	✓
24/7 Toshiba Technical Phone Support	✓	✓	✓	✓	✓	✓
24/7 Online Service Request	✓	✓	✓	✓	✓	✓

Visit **WWW.TOSHIBA.COM/UPS** or call **1-800-231-1412**
for more information on Toshiba's warranty policy.

TOSHIBA INDUSTRIAL PRODUCTS:

- Uninterruptible Power Systems
- Adjustable Speed Drives
- Motors
- Motor Controls
- Instrumentation & PLCs

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