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VRLA Battery Coverage and Extended Warranties: Full Battery Coverage, Battery Labor Adder Coverage, Battery Warranty Extension and Battery Warranty Plus

Scope of Work

Attachment R-13

This scope of work is common to four related UPS battery replacement coverage offerings: Full Battery Coverage, Battery Labor Adder (Replacement) Coverage, Battery Warranty Extension and Battery Warranty Plus. **These services require purchase within 90 days of the batteries being energized (or UPS system startup).**

Full Battery Coverage (FBC)

1. Full Battery Coverage (FBC) can be purchased for any Eaton approved UPS battery type (from multiple manufacturers, including Eaton brands) and may be added to any Eaton service contract. FBC coverage must coincide from the battery manufacturer warranty period and may be extended up to five (5) years duration. Annual battery PM's must be performed by Eaton to maintain FBC (battery PM's are not included in the FBC price).
2. Corrective Maintenance Coverage shall be the inspection and repair of the covered Battery System shall be performed as needed during the contracted period of maintenance at no extra charge to Purchaser. Remedial maintenance provided by Contractor shall include, and be expressly limited to, replacement of all worn-out batteries in accordance with Contractor Guidelines, priority shipping, freight charges, labor and associated expense to install new batteries.
3. VRLA Batteries will be considered for replacement when:
 - a) The battery voltage falls outside of its recommended operating range and fails to respond to corrective action.
 - b) The batteries internal ohmic value deviates by more than 20% from the average of all of the connected cells/units and fails to respond to corrective action.
 - c) Battery failures which are identified as having 80% or less of manufacturers rated capacity.
 - d) When evidence of electrolyte is found on the battery case/jar and repair or cleanup is ineffective.
 - e) When there is damage to the battery case/jar that is due to an internal failure.
 - f) Contractor has performed one or more annual battery preventive maintenance inspections from the inception of coverage; these inspections are not included in the Full Battery Coverage and must be separately purchased if not already performed by Contractor via other service coverage.
4. VRLA Battery Strings will be considered for replacement when more than 20% of the total connected cells/units fail under one or more of the individual replacement guidelines at one time and that fails to respond to corrective action.
5. The Purchaser shall, from the commencement date of the original battery or battery update installation date, maintain the Battery System in strict accordance with the Battery System manufacturer's recommended maintenance guidelines at the time of purchase. The Purchaser



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shall, unless otherwise specified in the Service Agreement, also maintain the Power Module with an on-site corrective maintenance agreement of the same duration.

Battery Labor Adder (Replacement) Coverage (BL)

1. Battery Labor Adder (Replacement) Coverage (BL) can only be purchased for Eaton branded and non-Eaton branded batteries and is limited to the two year or three-year warranty coverage. BL cannot be renewed or extend beyond the original battery warranty period. Batteries below 200W include a 2-year parts warranty (and 1-year labor, freight), batteries 200W and above include a 3-year parts warranty (and 1-year labor, freight). BL adds labor, freight and disposal coverage beyond the applicable Eaton battery warranty for any battery failure subject to conditions described below. Battery PM's are not required for BL coverage, but batteries adhere to the battery warranty limitations concerning temperature, discharge and other exclusions (and per W-1 Eaton Battery Limited Factory Warranty).
2. Corrective Maintenance Coverage shall be the inspection and repair of the covered Battery System shall be performed as needed during the contracted period of maintenance or until the end of the OEM battery warranty, whichever comes first, at no extra charge to Purchaser. Remedial maintenance provided by Contractor shall include, and be expressly limited to, replacement of all worn-out batteries in accordance with Contractor Guidelines, priority shipping, freight charges, labor and associated expense to install new batteries.
3. VRLA Batteries will be considered for replacement when:
 - a) The battery voltage falls outside of its recommended operating range and fails to respond to corrective action.
 - b) The batteries internal ohmic value deviates by more than 20% from the average of all of the connected cells/units and fails to respond to corrective action.
 - c) Battery failures which are identified as having 80% or less of manufacturers rated capacity.
 - d) When evidence of electrolyte is found on the battery case/jar and repair or cleanup is ineffective.
 - e) When there is damage to the battery case/jar that is due to an internal failure.
 - f) Contractor has performed one or more annual battery preventive maintenance inspections from the inception of coverage; these inspections are not included in the Coverage and must be separately purchased if not already performed by Contractor via other service coverage.
4. VRLA Battery Strings will be considered for replacement when more than 20% of the total connected cells/units fail under one or more of the individual replacement guidelines at one time and that fails to respond to corrective action.
5. The Purchaser shall, unless otherwise specified in the Service Agreement, maintain the Power Module with an on-site corrective maintenance agreement of the same duration.

Battery Warranty Extension Coverage (BW)

1. Battery Warranty Extension Coverage (BW) can only be purchased for Eaton branded PWXP12502W4FR and PWXP12651W4FR batteries and lengthens the battery parts only warranty coverage from 3 to 5 years. Battery Warranty Extension cannot be renewed or extend beyond the 5-year date of battery initial installation period. Battery parts coverage excludes labor,

freight and disposal costs. The applicable Eaton battery warranty for any battery failure is subject to conditions and shall adhere to the battery warranty limitations concerning temperature, discharge and other exclusions described below (and per W-1 Eaton Battery Limited Factory Warranty).

2. Corrective Maintenance Coverage shall be the inspection and repair of the covered Battery System shall be performed as needed during the contracted period of maintenance or until the end of the OEM battery warranty, whichever comes first, at no extra charge to Purchaser. Remedial maintenance provided by Contractor shall include, and be expressly limited to, replacement of all worn-out batteries in accordance with Contractor Guidelines, excluding priority shipping, freight charges, labor and associated expense to install new batteries.
3. VRLA Batteries will be considered for replacement when:
 - a) The battery voltage falls outside of its recommended operating range and fails to respond to corrective action.
 - b) The batteries internal ohmic value deviates by more than 20% from the average of all of the connected cells/units and fails to respond to corrective action.
 - c) Battery failures which are identified as having 80% or less of manufacturers rated capacity.
 - d) When evidence of electrolyte is found on the battery case/jar and repair or cleanup is ineffective.
 - e) When there is damage to the battery case/jar that is due to an internal failure.
 - f) Contractor has performed one or more annual battery preventive maintenance inspections from the inception of coverage; these inspections are not included in the Coverage and must be separately purchased if not already performed by Contractor via other service coverage.
4. VRLA Battery Strings will be considered for replacement when more than 20% of the total connected cells/units fail under one or more of the individual replacement guidelines at one time and that fails to respond to corrective action.
5. The Purchaser shall, unless otherwise specified in the Service Agreement, maintain the Power Module with an on-site corrective maintenance agreement of the same duration.

Battery Warranty Plus Coverage (BX)

1. Battery Warranty Plus Coverage (BX) can only be purchased for Eaton branded PWXP12502W4FR and PWXP12651W4FR batteries and lengthens the battery parts warranty coverage from 3 to 5 years and lengthens the battery labor coverage from 1 to 5 years (a total of 5 years of parts and labor warranty coverage). Battery Warranty Plus cannot be renewed or extend beyond the 5-year date of battery initial installation period. Battery coverage includes parts, labor, freight and disposal costs. The applicable Eaton battery warranty for any battery failure is subject to conditions and shall adhere to the battery warranty limitations concerning temperature, discharge and other exclusions described below exclusions (and per W-1 Eaton Battery Limited Factory Warranty).
2. Corrective Maintenance Coverage shall be the inspection and repair of the covered Battery System shall be performed as needed during the contracted period of maintenance or until the end of the OEM battery warranty, whichever comes first, at no extra charge to Purchaser. Remedial maintenance provided by Contractor shall include, and be expressly limited to, replacement of all



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worn-out batteries in accordance with Contractor Guidelines, including priority shipping, freight charges, labor and associated expense to install new batteries.

- 3. VRLA Batteries will be considered for replacement when:**
 - a)** The battery voltage falls outside of its recommended operating range and fails to respond to corrective action.
 - b)** The batteries internal ohmic value deviates by more than 20% from the average of all of the connected cells/units and fails to respond to corrective action.
 - c)** Battery failures which are identified as having 80% or less of manufacturers rated capacity.
 - d)** When evidence of electrolyte is found on the battery case/jar and repair or cleanup is ineffective.
 - e)** When there is damage to the battery case/jar that is due to an internal failure.
 - f)** Contractor has performed one or more annual battery preventive maintenance inspections from the inception of coverage; these inspections are not included in the Coverage and must be separately purchased if not already performed by Contractor via other service coverage.

- 4. VRLA Battery Strings will be considered for replacement when more than 20% of the total connected cells/units fail under one or more of the individual replacement guidelines at one time and that fails to respond to corrective action. The Purchaser shall, unless otherwise specified in the Service Agreement, maintain the Power Module with an on-site corrective maintenance agreement of the same duration.**

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