

TOSHIBA

TOSHIBA INTERNATIONAL CORPORATION

POWER ELECTRONICS

Service & Maintenance

**SINGLE-PHASE
& THREE-PHASE**



SINGLE-PHASE ANNUAL SERVICE AGREEMENT

Selecting an annual service agreement is a critical decision that can dramatically affect the quality and dependability of power to your critical load. Tailored, site-specific service agreements range from 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' 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 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' control and monitoring systems are necessary to help ensure continued optimal performance and achieve a high level of reliability.
- Regular maintenance can help detect early signs of degradation in batteries, fans, and other components to allow for timely repairs without the UPS unexpectedly failing.
- Maintenance is performed by Toshiba's professionally trained service personnel.

SERVICE PROVIDERS

Toshiba's growing network Authorized Service Providers supply factory trained technicians to service and support Toshiba UPS units throughout the contiguous United States, Canada, Caribbean, Mexico, and Central and South America

WARRANTY

Toshiba provides a three-year warranty on parts and labor for single-phase UPS systems with a convenient hotline available 27/7/365. This helps customers get quick resolutions to warranty or service issues that may arise.

*See single-phase warranty card for details.



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

SINGLE-PHASE ANNUAL SERVICE AGREEMENT PLANS - T1000 & 1600Xi SERIES

	Platinum Plan	Gold Plan	Standard Warranty *Included w/Purchase
24/7 On-Site Service (Holidays & Weekends Included)	•	—	—
Rapid On-Site Emergency Response (Four Hours On-Site Time or Less)	•	•	—
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 (Requires Purchase of Initial Kit)	•	—	•
24/7 Toshiba Technical Phone Support	•	•	•
24/7 Online Service Request	•	•	•

THREE-PHASE ANNUAL SERVICE AGREEMENT PLANS - G9000, G9400, G8000, 5000, & 4400 SERIES

	Platinum Plan	Gold Plan	Standard Warranty *Included w/Purchase
24/7 On-Site Service (Holidays & Weekends Included)	•	—	—
Rapid On-Site Emergency Response (Four Hours On-Site Time or Less)	•	•	—
24/7 UPS Preventive Maintenance	•	—	—
One UPS Preventive Maintenance Inspection Monday - Friday 8:00 a.m. - 5:00 p.m.	—	•	—
Two** 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 (Requires Purchase of Initial Kit)	•	—	•
24/7 Toshiba Technical Phone Support	•	•	•
24/7 Online Service Request	•	•	•

**One PM Inspection for 4400

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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

Toshiba provides a three-year warranty on parts and labor for three-phase UPS systems with a convenient hotline available 27/7/365. This helps customers get quick resolutions to warranty or service issues that may arise.

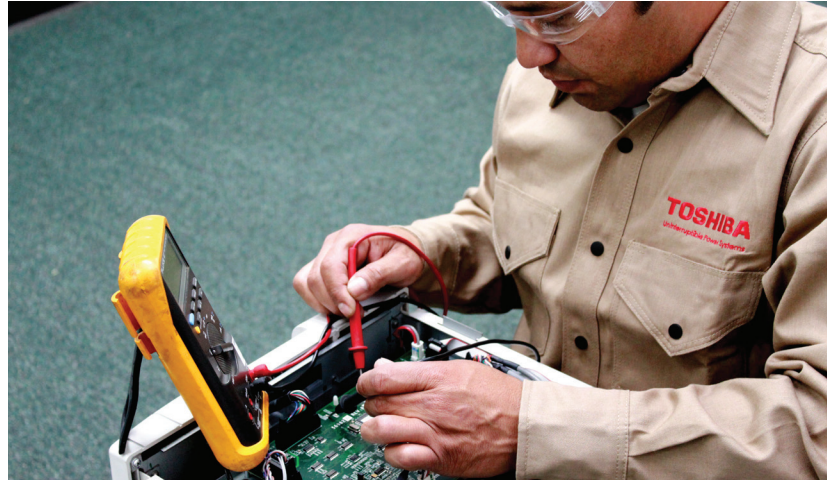
*See single-phase warranty card for details.



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RELIABLE SERVICE FOR PEAK PERFORMANCE

Have confidence in your UPS' 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 value, convenience, and top-notch service.



Single-Phase



Three-Phase

INDUSTRIES SERVED

- Data Center
- Industrial
- Commercial
- Emergency/Healthcare

APPLICATIONS

- Computer Systems
- Server Rooms
- Voice/Data Network Closets
- Edge Data Centers
- Point-of-Sale Equipment
- Banking Systems
- Retail Back Office Systems
- School System Computer Rooms
- Medical Labs
- Light Industrial



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TOSHIBA POWER ELECTRONICS

Uninterruptible Power Systems • SCiB™ Lithium Ion Batteries • Energy Management Systems
Remote Monitoring • High Power Chargers • Containerized Solutions
PDU • RPP • Server Rack Enclosures

www.toshibaups.com