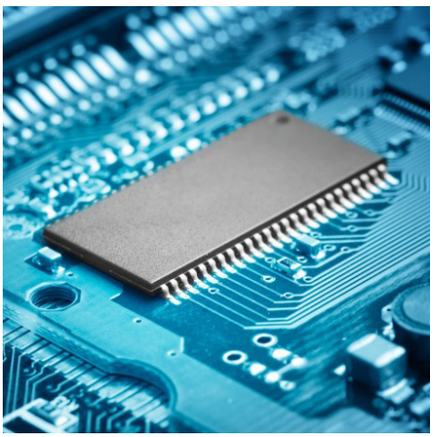
APC®
by Schneider Electric



CoastTec Fleet Management for APC UPS

coastTec

Keeping your APC UPS good as new. Or even *better*.

CoastTec — powering success when the power goes out

For more than 25 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 facilities.

Dedicated to sustainability, CoastTec's R2: 2013 and RIOS Certifications have opened up a much-needed R2 downstream reuse channel for recyclers and refurbishers in the U.S. and are keeping countless toxic materials out of the environment.

We serve customers of all sizes and geographies from a diverse range of industries, including:

NASA
JOHNS HOPKINS MEDICINE
TOYOTA
Toys"R"Us
Edward Jones MAKING SENSE OF INVESTING
Dillard's
WELLS FARGO
HERSHEY THE HERSHEY COMPANY
PENN STATE
RUTGERS NEW BRUNSWICK
RITE AID
84 LUMBER

CoastTec Comprehensive Protection Plan

Keeping your UPS from turning into OMG.

Our Comprehensive Protection Plan (CPP) is the easiest, most cost-effective way to manage 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" during the one-year agreement. Credits can be redeemed for either proactive service to plan ahead to prevent a failure or, reactively, 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 our technicians to swap the UPS on-site within the Continental U.S.

Our team of UPS experts will perform a FREE Risk Assessment of your fleet and determine the appropriate number of credits you need to both cover your fleet against failure and 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 a course for success with a fast, convenient replacement process.

In addition to ease of fulfillment, the CPP offers purchasing ease. One P.O. covers service for the year. There are no fire drills and you're prepared for anything. We even offer remote monitoring and onsite service.

CoastTec CPP – Because downtime is not in your DNA

How It Works

- Customer sends email to CoastTec
- CoastTec sends a APC Factory Re-Certified UPS to replace customer unit
- Customer or CoastTec Technician swaps UPS and sends old UPS back to CoastTec in prepared box with prepaid label
- CoastTec deducts the service credits
- Customer has a working UPS which is covered under a full warranty!

Lifecycle Management

Don’t let the smallest part of your job turn into your biggest 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 does not have the chance to shut down properly, leaving you prone to data and equipment loss.

Where in the Lifecycle is your fleet?

0-2 Years	2-3 Years	3-5 Years	5-6 Years	6-7 Years	7-9 Years	9-10 Years	11-12 Years
Under original warranty	OK to replace battery	Service unit (replace battery, recalibrate)	Under CoastTec warranty	OK to replace battery	Service unit (replace battery, recalibrate)	Under CoastTec warranty	Purchase new unit

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.

Asset Management right from your desktop

Using our online CPP Tracker, we will itemize and track all units and credits, so you will always know your account status in real time, including:

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

"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

Reuse. Repair. Recondition.

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, 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 ROIS certified.

R2 2013 Responsible™ Recycling

RIOS™ CERTIFIED RECYCLER

30-Step Recertification Process

Choose control and confidence.

Using the following rigorous 30-Step Recertification Process, our APC Certified Repair Technicians expertly recondition every UPS, giving you piece 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 farther 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 insure 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.

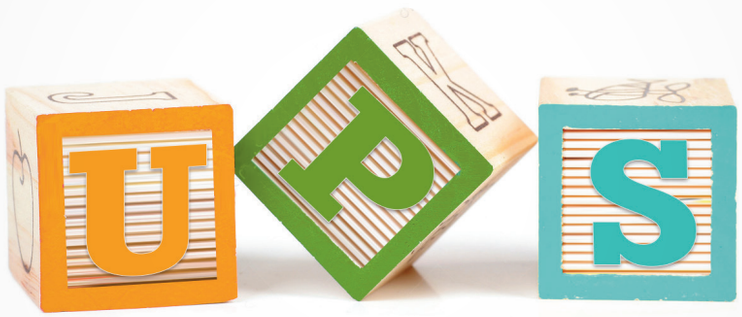
Beyond the reassurance you receive from our 30-Step Recertification Process, each Factory Recertified UPS that is put into service will carry a **Full One-Year Warranty.** The warranty begins on the date of replacement of each unit, giving you the same confidence and protection as the first day you purchased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

"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

"CoastTec helped us understand the life of a UPS unit and what needs to happen in different situations, which allowed us to accurately predict the service we needed. I also really liked seeing the diagnostics done right out of the factory and testing refurbished units prior to shipping."

National Toy Retailer



Comprehensive Protection Plan FAQs

Q. Are the UPS that CoastTec sends new?

A. All CoastTec UPS are APC factory re-certified 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. The standard warranty is a full 1 year warranty on the UPS and battery. If the UPS fails under the warranty then there will not be a charge for a replacement. The shipping is also covered.

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 hundred of partners across the country.

Q. Do the service credits have an expiration date?

A. Yes, 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 credits 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 manager to handle all requests. Typically, the customer sends an email detailing model number, contact and location they would like the UPS sent to. 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 to anywhere in the continental US 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 the customer has full access to. The customer can log in at anytime 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 the UPS shipped to, and all info on returned assets. The CCP 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 we will work with you 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!

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

Our ***Way-Better*** 5-Point Guarantee:

» Best cost-value in the business

» One-call fast service with your own caring personal agent

» Customized workflow according to your needs, your way

» The guaranteed greenest way to manage your APC UPS units

» Zero hassle to-from shipping

SERVICE CREDIT VALUE KEY

Model Number	Credit Value
SUA MODELS	
SUA750	1.00
SUA750RM2U	1.25
SUA750XL	1.25
SUA1000	1.25
SUA1000RM2U	1.50
SUA1000XL	1.50
SUA1500	1.50
SUA1500RM2U	2.00
SUM1500RMXL2U	3.25
SU2200RM3U	2.50
SUA2200RMXL3U	3.50
SUA2200	2.25
SUA2200RM2U	3.00
SUA2200XL	3.00
SUA3000	3.25
SUA3000RM2U	3.50
SUA3000RMT2U	4.00
SUA3000RMXL3U	4.00
SUA3000XL	3.75
SUM3000RMXL2U	5.00
SUA5000RMT5U	7.50
SURT MODELS	
SURTA1500XL	2.75
SURTA1500RMXL2U	3.00
SURTA2200XL	3.50
SURTA2200RMXL2U	3.50
SURT3000XLT	5.00
SURTA3000XL	5.00
SURTA3000RMXL3U	5.75
SURT5000XLT	9.00
SURT5000RMXLT	9.00
SURT6000XLT	9.75
SURT6000RMXLT3U	9.75
SURT8000XLT	12.50
SURT8000RMXLT6U	12.50
SURT10000XLT	14.75
SURT10000RMXLT6U	14.75
SMT MODELS	
SMT750	1.00
SMT750RM2U	1.25
SMT1000	1.25
SMT1000RM2U	1.75
SMT1500	1.50
SMT1500RM2U	2.00
SMT2200	2.50
SMT2200RM2U	3.00
SMT3000	3.25
SMT3000RM2U	3.50
SMX MODELS	
SMX750	1.50
SMX1000	1.75
SMX1500RM2U	2.25
SMX2000LV	3.50
SMX2000RMLV2U	3.50
SMX2200HV	4.00
SMX2200RMHV2U	4.25
SMX2200RMLV2U	3.50
SMX3000LV	4.25
SMX3000RMLV2U	4.25
SMX3000HV	4.75
SMX3000RMHV2U	4.75

Model Number	Credit Value
NETWORK CARDS	
AP9617	1.00
AP9630	1.25
AP9631	1.25
REPLACEMENT BATTERY CARTRIDGES (RBC)	
RBC2	0.25
RBC3	0.50
RBC4	0.50
RBC5	0.50
RBC6	0.75
RBC7	0.75
RBC8	1.00
RBC11	1.25
RBC12	1.50
RBC14	4.75
RBC17	0.25
RBC18	0.75
RBC25	1.75
RBC26	1.25
RBC27	1.50
RBC29	0.25
RBC32	0.50
RBC33	0.50
RBC34	1.25
RBC35	0.25
RBC43	1.50
RBC44	2.25
RBC45	0.25
RBC46	0.25
RBC47	0.25
RBC48	0.50
RBC55	1.50
RBC57	1.25
RBC59	0.75
RBC105	1.50
RBC109	0.50
RBC110	0.25
RBC115	1.00
RBC31	1.25
RBC13	4.75
RBC9	0.50
RBC114	0.25
RBC123	0.25
RBC124	0.50
RBC132	1.25
RBC133	1.25
RBC116	1.00
RBC117	1.50
RBC118	1.50

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www.coasttec.com • info@coasttec.com • 410.521.1000 • 1533 Progress Way, Suite 113, Eldersburg, MD 21784

APC by Schneider Electric

CoastTec is the only APC-certified out-of-warranty service center for single-phase APC UPS, as well as the only R2: 2013 and RIOS certified company specializing in reuse and remanufacturing of APC UPS equipment.

R2 2013 Responsible™ Recycling

RIOS™ CERTIFIED RECYCLER

ISRI MEMBER