

# CPP FREQUENTLY ASKED QUESTIONS

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## **Q. Are the UPS that CoastTec sends new?**

A. All CoastTec UPS are APC Factory Recertified 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. All Smart-UPS units include a Full Two-Year Warranty on the UPS and battery. Back-UPS units, RBCs and accessories include a Full One-Year Warranty. If the UPS fails under the warranty there is no charge for a replacement unit. Shipping costs are also included as part of the warranty.

## **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 hundreds of partners across the country.

## **Q. Do the Service Credits have an expiration date?**

A. 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 them 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 Representative to handle all requests. Typically, the customer sends an email detailing the model number, as well as the contact and location that requires a UPS replacement. 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 anywhere in the continental United States 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 giving the customer full access to log in at any time 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 where the UPS shipped, and all info on returned assets. The CPP 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 CoastTec will work with customer 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!