

Power Assurance Package™

For Liebert GXT3™ & Liebert PSI™ UPS Systems

5-Year Hassle-Free, Comprehensive-Protection Solution
for Small/Critical IT Spaces

The Power Assurance Package from Emerson Network Power offers the industry's most comprehensive and effective lifecycle support for micro/small UPS systems. The Power Assurance Package simplifies deployment and maintenance, frees up IT staff time, and enables power delivery for critical IT spaces.



Comprehensive 5-Year Protection Service

YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
On-Site Start-up	Configure rack with new UPS and accessories; Installation and start-up of UPS and internal batteries (excludes hard-wired applications), Safely remove and dispose of old UPS (if selected).			
On-Site Service Support: 7x24, 24 hour support (within 150 miles of regional Service Center) - With 100% labor & travel coverage				
100% Parts Coverage: Including internal batteries, POD (Power Output Distribution), webcard				
7x24 Access: Customer Resolution Center (1-800-LIEBERT) -and- On-Line access to Customer Services Network				
		Preventive Maintenance*		
ALL Services Performed by Emerson Network Power Factory Trained Technician				

* Visit for 5-10kVA only

Why Customers Need It

- Take the pain out of managing multi-site rollouts
- Eliminate the hassle for time-strapped IT staff needing to keep track of UPS health, maintenance and service
- Reduce the worry of critical equipment downtime
- Ensure rapid recovery in the event of failure within 24-48 hours

Competitive Comparison / Overview

- Many UPS providers offer extended warranties on their small UPSs, but they do not include on-site service, repair and 100% replacement of the UPS, batteries and external components such as Power Output Distribution panel and webcard
- The Liebert Power Assurance Package is unique in that it combines worry-free power protection solutions in the 1–10 kVA range with service support tailored specifically to customer's needs with a 4-hour on-site response
- Without the Power Assurance Package, only offered by Emerson Network Power, it could take a week or more to get a replacement unit ordered and operating from other UPS providers

Where to Find Opportunities

Businesses lacking the internal resources to remove, install, maintain and service UPS equipment, examples include:

Markets	Applications
K-12 and Higher Education	<ul style="list-style-type: none"> - Remote locations and dark sites that are difficult for the customer to access and manage from their corporate office - Any mission-critical application using small UPSs, especially those where a Liebert GXT™ or PSI™ UPS is specified - Customers searching for value from the industry leader with a history of success in turn-key project management expertise
Retail and Restaurant (POS Systems)	
Finance and Banking Branches	
State, Local, Federal Government	
Health and Medical Centers	

How to Expose Customer Pain Points

- Limited resources to remove and install UPSs?
- Worried about environmentally safe UPS disposal?
- Concerned about downtime and time to repair?
- Dealing with difficult to staff and manage business-critical closets or rooms?

Liebert PSI & GXT3 Part Numbers	Power Assurance Package Part Number	Description
All PSI up to 3kVA	PAPPSI-1K3K	5-yr on-site, full service contract with Start-Up/ Installation - 24x7
All PSI up to 3KVA	PAPPSI-1K3KRMV	5-yr on-site, full service contract with Start-Up/ Installation and Removal - 24x7
All PSI External Battery	PAPPSI-BATT	5-yr on-site, full service contract with Start-Up/ Installation - 24x7
All PSI External Battery	PAPPSI-BATTRMV	5-yr on-site, full service contract with Start-Up/ Installation and Removal - 24x7
All GXT up to 3 kVA	PAPGXT-1K3K	5-yr on-site full service contract with Start-Up/ Installation - 24x7
All GXT up to 3kVA	PAPGXT-1K3KRMV	5-yr on-site, full service contract with Start-Up/ Installation and Removal - 24x7
GXT 5-6kVA	PAPGXT-5K6K	5-yr on-site, full service contract with Start-Up/ Installation - 24x7
GXT 5-6 kVA	PAPGXT-5K6KRMV	5-yr on-site, full service contract with Start-Up/ Installation and Removal - 24x7
GXT 8-10kVA	PAPGXT-8-10K	5-yr on-site, full service contract with Start-Up/ Installation- 24x7
GXT 8-10kVA	PAPGXT-8-10KRMV	5-yr on-site, full service contract with Start-Up/ Installation and Removal- 24x7
GXT External Battery	PAPGXT-BATT	5-yr on-site, full service contract with Start-Up/ Installation - 24x7
All GXT External Battery	PAPGXT-BATTRMV	5-yr on-site, full service contract with Start-Up/ Installation and Removal - 24x7

Overcoming Objections

■ **Objection:** “The service seems expensive and I have a limited budget.”

Response: The Power Assurance Package is 20 to 50 percent less expensive than buying start-up alone with a three-year extended warranty or service contract. It also saves you time and resources if you were considering installing it yourself or finding a local vendor.

■ **Objection:** “Your competitors have cheaper options.”

Response: Be sure to check the details. They only provide extended warranties, which do not include installation/start-up services or an on-site replacement guarantee for five years.

■ **Objection:** “All I have to do is plug in the UPS. I don’t want to pay someone else to do that but I do like the five year on-site guarantee that comes with a contract.”

Response: Many customers would just prefer to let the experts handle it, especially if they are disposing an existing UPS but if you have the time and ability to start it up, we do have a Power Emergency Package option for 3kVA GXT3 and under. It provides all of the benefits of the Power Assurance Package five-year contract without the costs of installation.

■ **Objection:** “I don’t want (or can’t buy) the 5-year contract but I do need help with installing the new UPS.”

Response: Installation with start-up (and removal, if desired) is available as a stand-alone option, but there is much greater value when you bundle it under the Power Assurance Package because it is only a few hundred dollars more.

While every precaution has been taken to ensure accuracy and completeness in this literature, Liebert Corporation assumes no responsibility, and disclaims all liability for damages resulting from use of this information or for any errors or omissions. All rights reserved throughout the world. Specifications subject to change without notice. All names and logos referred to herein are trade names, trademarks or registered trademarks of their respective owners. © Liebert is a registered trademark of the Liebert Corporation. Emerson Network Power and the Emerson Network Power logo are trademarks and service marks of Emerson Electric Co. ©2014 Emerson Electric Co.

SL-70115 (08/14) Printed in USA