**APC Warranty Process NZ**

WARRANTY PROCESS

# APC products have a 1-5 years Manufacturer’s Warranty

All DOA or faulty units must be logged with APC directly.

Please email or call APC for instruction with the units model number, serial number, faulty reason and customer proof of purchase:

**APC**

Phone 0800 333 373

Email anztec@se.com

APC will try and fix over phone, as maybe a software or firmware issue. If determined that it is a hardware, then APC will either send customer replaceable parts out, a whole new unit, arrange for the faulty unit to be collected and fixed and then returned or arrange for a tech to go onsite if an onsite warranty has been purchased. They will also arrange for the faulty unit to be collected.

APC warranties vary depending on product and country. To check a warranty status of a UPS, [click here](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.apc.com%2Fsite%2Fsupport%2Fus%2Fen%2Fwarranty-services%2Fups-factory-warranty-status%2F&data=05%7C01%7CEvan.Jones%40dickerdata.co.nz%7C92309fd7b8f142df95df08db41f74aaf%7C6e417ab358de417d9aaada5837716c4c%7C0%7C0%7C638176302740901181%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=jj9ZG6Iy7SiZcLJBeK0N9Rrld0c77X1U1BqtBcYduiY%3D&reserved=0). Additionally each UPS comes with our lifetime equipment protection policy. To check on your model's protection policy limit, [click here](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.apc.com%2Fsite%2Fsupport%2Fus%2Fen%2Fservice%2Fepp%2F&data=05%7C01%7CEvan.Jones%40dickerdata.co.nz%7C92309fd7b8f142df95df08db41f74aaf%7C6e417ab358de417d9aaada5837716c4c%7C0%7C0%7C638176302741057400%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Ky7prD6%2BKCdAw%2B0VXytkaCi1qyLfRJVEwWrnbX3D11w%3D&reserved=0)