

# Product Warranties—Third Party UPS Products

## D E S C R I P T I O N

Products that Calix resells from a manufacturer, distributor, or other third-party provider carry the manufacturer's original pass-through warranty. This limited warranty extends only to the customer as the original purchaser unless otherwise agreed upon in writing by Calix. This datasheet provides information regarding the terms for warranties and support for Uninterruptible Power Supplies (UPS) premises products, including Single Family Units (SFUs) and Multi-Dwelling Units (MDUs). For information about Calix's advance exchange and return exchange policies, please see the Calix RMA Policy Service Datasheet.

For in-warranty products the return exchange process provides shipment of replacement product after receipt of the product being returned. Return exchanges are shipped via standard delivery within ten (10) days of receipt of product.

The Calix-supplied UPS products do not have a repair policy for out-of-warranty products. Repair costs typically exceed the original cost of the product, therefore it is recommended that units be replaced after the warranty term. Batteries for UPS modules can be replaced from the original manufacturer or third-party sources. Information is provided on battery replacement based on the manufacturer's recommendations.

Calix provides first level support for all equipment listed in this datasheet and is the initial point of contact for customers. For service related questions and customer support needs, including the issuance of Return Material Authorizations (RMAs), please contact Calix Technical Support.

### Calix

#### Technical Support

Toll-Free: 1-877-766-3500

FAX: 1-707-283-3772

E-mail: [tech.support@calix.com](mailto:tech.support@calix.com)

#### RMA Support

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FAX: 1-707-283-3773

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S P E C I F I C A T I O N S

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## CYBERPOWER

The following table lists the warranty term for CyberPower UPS units for SFU and MDU applications and related hardware. Extended warranty options are not available for CyberPower products. Additional or spare batteries can be purchased from Batteries Plus using CyberPower part numbers supplied with the products.

Calix Part #	Part Description	Manufacturer Part #	Warranty	Extended Warranty	Manufacturer Datasheet
100-00695	UPS SFU Indoor 12 V, 7.2 AH, 24 W, Audible Alarm	CS24U12V	3 Years	Not available	CyberShield CS24U12V
100-00978	UPS SFU Indoor 12 V, 20 AH, 30 W, Audible Alarm	CS30U12V-20	3 Years	Not available	CyberShield CS30U12V-20
100-00997	UPS SFU Outdoor 12 V, 7.2 AH, 24 W	CS24C12V2-E	3 Years	Not available	CyberShield CS24C12V2-E
100-00746	UPS MDU Indoor 48 V, 20 AH, 50 W, Audible Alarm	CS50U48V-2	3 Years	Not available	CyberShield CS50U48V
100-00747	UPS MDU Indoor 20 AH, Auxiliary Battery Pack	CS20A-EBP	3 Years	Not available	Not available
100-01408	UPS MDU Indoor 12 V, 20 AH, 75 W, Audible Alarm, Regulated Output	CS75A12V3	3 Years	Not available	CyberShield CS75A12V3
100-01009	UPS SFU Indoor 12 V, 7.2 AH, 24 W, Audible Alarm, Extended Life Battery	CS24U12V-XL	3 Years	Not available	CyberShield CS24U12V-XL
100-01146	UPS SFU Indoor 12 V, 7.2 AH, 24 W, Audible Alarm, No Battery	CS24U12VSB	3 Years	Not available	CyberShield CS24U12V

# S P E C I F I C A T I O N S

## Product Warranties—Third Party UPS Products

### APC

The following table lists the warranty term for APC UPS units for MDU applications and related hardware is provided. Extended warranty options are not available for APC products. Additional or spare batteries can be purchased direct from APC using part numbers supplied with the products.

Calix Part #	Part Description	Manufacturer Part #	Warranty	Extended Warranty	Manufacturer Datasheet
100-01014*	UPS MDU Indoor 12 V, 12 AH, 75 W, Audible Alarm	CP75B12	2 Years	Not available	CP75B12 APC
100-00721	UPS Outdoor Meter Collar	CPW023	2 Years	Not available	CPW023 APC

### ALPHA TECHNOLOGY

The following table lists the warranty term for Alpha Technology UPS units for MDU applications and related hardware. Extended warranty options are not available for Alpha Technology products. Additional or spare batteries can be purchased direct from Alpha Technology using part numbers supplied with the products.

Calix Part #	Part Description	Manufacturer Part #	Warranty	Extended Warranty	Manufacturer Datasheet
100-00707*	UPS MDU Outdoor 48 V, 50 AH, 100 W	ELH100-48D-85-8OUT	2 Years	Not available	ELH100 indoor/outdoor
100-00708*	UPS MDU Outdoor Battery Heater (Field Installed)	BHM-ELH100	2 Years	Not available	ELH100 indoor/outdoor
100-01338	UPS MDU Outdoor 48 V, 28.8 AH, 50 W	MPS50-48F	3 Years	Not available	FlexNet MPS50—48 Series
100-01339	UPS MDU 50 W Battery Heater—120 VAC	MPS-CWK-120	3 Years	Not available	FlexNet MPS50—48 Series
100-01340	UPS MDU 50 W Battery Heater—240 VAC	MPS-CWK-240	3 Years	Not available	FlexNet MPS50-48 Series
100-01341	UPS MDU Outdoor 48 V, 57.6 AH, 150 W	FMPS	3 Years	Not available	FlexNet FMPS

\* Manufacturer discontinued product, 1/1/08.



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