



Warranty Support

CyberPower Systems (USA), Inc. warrants to you, the original purchaser, that your CyberPower product will be free from defects in design, assembly, materials, and workmanship under normal use during the warranty period of the product. The warranty period for your product starts on the original date of purchase as shown on your sales receipt or invoice or as may be otherwise specified by CyberPower.

Below you will find more information on the warranties that CyberPower offers with our products.

Product Warranties

Five-Year

Applies to Rack Enclosures, Open Frame Racks, Wall Mount Enclosures, Rack Air Flow Management, Rack Cable Management, Combination Lock, Rack Shelves, Caster Kits, Stabilizer Plate, BRG Intelligent LCD UPS models, RT650 Standby UPS, 4POSTRAIL UPS Hardware, and Mobile Surge Protector CPS500NBP model.

CyberPower Systems (USA), Inc. provides this product warranty to the original purchaser. This warranty covers defects in materials and workmanship in the CyberPower product under normal use and conditions within five years of the purchase date. The warranty ends if the original purchaser no longer owns the CyberPower product. For details, see the complete warranty in the user manual included with your product.

Three-Year

Applies to UPS models, Indoor and Outdoor FTTx Telecom models, Monitored and Switched PDU models, Switched Metered-by-Outlet, Metered and Switched ATS, Maintenance Bypass PDUs, Extended Battery Modules, Rackbar models CPS1215RMS and CPS1220RMS, Remote Management Cards (select models), and the Environmental Sensor (ENVIROSENSOR).

CyberPower Systems (USA), Inc. provides this product warranty to the original purchaser. This warranty covers defects in materials and workmanship in the CyberPower product under normal use and conditions within three years of the purchase date. The warranty ends if the original purchaser no longer owns the CyberPower product. For UPS models and select FTTx models, the warranty also includes coverage of batteries. For details, see the complete warranty in the user manual included with your product.

Two-Year

Applies to Carbon Rack Fans, Power Inverters and USB Charger CPTUC01.

CyberPower Systems (USA), Inc. provides this product warranty to the original purchaser. This warranty covers defects in materials and workmanship in the CyberPower product under normal use and conditions within two years of the purchase date. The warranty ends if the original purchaser no longer owns the CyberPower product. For details, see the complete warranty in the user manual included with your product.

One-Year

Applies to USB Chargers (except CPTUC01), Universal Power Adapters, and Power Accessories.

CyberPower Systems (USA), Inc. provides this product warranty to the original purchaser. This warranty covers defects in materials and workmanship in the CyberPower product under normal use and conditions within one year of the purchase date. The warranty ends if the original purchaser no longer owns the CyberPower product. For details, see the complete warranty in the user manual included with your product.

Eighteen-Month

Applies to Replacement Batteries.

CyberPower Systems (USA), Inc. provides this product warranty to the original purchaser. This warranty covers defects in materials and workmanship in the CyberPower product under normal use and conditions within eighteen months of the purchase date. The warranty ends if the original purchaser no longer owns the CyberPower product. For details, see the complete warranty in the user manual included with your product.

Limited Lifetime Warranty

Applies to Surge Protectors, Basic and Metered PDU Series.

CyberPower Systems (USA), Inc. provides this limited warranty to the original purchaser. This warranty covers defects in materials and workmanship in the CyberPower product under normal use and conditions. The warranty ends if the original purchaser no longer owns the CyberPower product. For details, see the complete warranty in the user manual included with your product.

Connected Equipment Guarantee

Applies to UPS models, Surge Protectors, and Rackbar units (except for CPS1215RMS and CPS1220RMS).

The Connected Equipment Guarantee (CEG) covers equipment properly connected to the CyberPower product. CyberPower will repair or replace properly connected equipment if it is damaged by a power surge. For details, see the complete warranty in the user manual included with your product.

Extended Warranty

Applies to select products.

Available for purchase with select CyberPower products, an extended warranty provides another two years of coverage after the standard product warranty expires. It covers the repair or replacement of the CyberPower product (and applies to the batteries for a UPS). Terms and conditions vary according to the particular extended warranty purchased.

Warranty FAQs

1. How do I make a warranty claim?

Within ten days of the occurrence for which you want to make a claim for CyberPower to consider, contact us (877-297-6937 or tech@cpsww.com) and comply with the instructions you receive from the CyberPower representative. You will need to identify the CyberPower product and any connected equipment (if applicable). Please be prepared to provide the following information about your CyberPower product.

Product name

Model and serial numbers

Place and date of purchase

Copy of original receipt

Date of the occurrence

2. Where do I find the model and serial numbers?

The model and serial numbers can be found on a stickered label on the CyberPower product (usually on the back or bottom). The letter and number sequences on this label will vary by product type and model.

3. What will CyberPower do to correct any problems with the product?

We will inspect and examine the CyberPower product. If it is defective in material or workmanship, we will repair or replace it our expense. Or CyberPower will refund the full purchase price you paid for the product. A purchase receipt showing the price you paid is required.

If you have a Connected Equipment Guarantee, we will repair or replace the equipment damaged by a power surge, or pay you the fair market value — not the replacement cost — of the equipment at the time of damage. We will use Orion Blue Book, another third-party valuation guide, eBay, craigslist, or other source to establish the fair market value. Our maximum liability varies according to the CyberPower product purchased.

4. What about shipping?

CyberPower pays for shipping when we send items to you. You pay for shipping when you send items to us. Pack and ship the product to CyberPower and, if requested by us, the item(s) of connected equipment, along with all the claim forms we provide to you. Show the claim number on the shipping label or include it with the product.

5. When should I contact Technical Support?

Contact Technical Support for assistance with installation, troubleshooting, and answers to questions about your CyberPower product. Our hours of operation are Monday through Friday, 7:00 a.m. — 6:00 p.m. CST.

Phone: (877) 297-6937

Email: tech@cpsww.com

6. Should I register the CyberPower product I purchased?

We recommend that you promptly register the product you purchased. You may register online by clicking the Product Registration button. Our product warranties cover a fixed period of time, starting from the purchase date of the CyberPower product. If the proof of purchase cannot be obtained, we calculate the warranty duration from the product's date of manufacture.

CONTACT US

United States

Cyber Power Systems (USA), Inc.

4241 12th Avenue East Suite 400

Shakopee, MN 55379

Phone: +1 (877) 297-6937

Sales: sales@cpsww.com

Support: tech@cpsww.com

Link: <https://www.cyberpowersystems.com/company/contact/>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.