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Dear Valued Customer,

There has been ongoing communication and activity regarding the “end of life” of Liebert Series 301/302 UPS – Series 25 since we first reached out to you early this year. We are pleased to inform you that a solution has been identified to supply a form, fit, and function replacement for the part that is in very short supply.

We explained in previous communications how production of the Liebert Series 301/302 UPS – Series 25 units ended in 2003, and therefore, our parts supply had reached the critical level for one specific transistor. We strive to give our customers as much advance notice as possible; however, in this particular instance our suppliers ran unexpectedly short of this transistor and we felt compelled to communicate as openly as possible. We have reviewed our existing supply of all of our parts and are working more closely with our vendors to make sure this will not happen in the future. In the mean time, we have been diligently looking for alternatives.

We are now happy to announce that we have identified a solution.

**Through our sustaining engineering and thorough testing process, we have certified a substantial supply of alternative transistors enabling us to once again offer you full-service contracts and support for the Liebert Series 301/302 UPS – Series 25. We will extend full-service contracts coverage through December 2016.**

Beyond 2016, full-service contracts may no longer be available on the Liebert Series 301/302 UPS – Series 25, depending on parts supply. We will make a final decision on further full-service support Jan. 1, 2016. It is advisable to start planning now for an upgrade to our latest technology offering high reliability and energy efficiency. Please contact your local Liebert representative about the End of Life Service Incentive which provides a Start Up Plus and Installation Rebate for new units replacing the ones impacted by the service end of life.

We value our relationship with you and your business is important to Emerson Network Power. We look forward to providing your power product support needs in the future. Should you wish to contact your local Liebert sales representative immediately, or if you have questions relating to our service products, please call us at 1-800-LIEBERT (543-2378).

Brian Humes  
VP and GM, Liebert Services  
16 June 2013