

To Whom It May Concern

West Kingston, June 20, 2007

APC Silcon 208V and 480V product line – end of life support

We are pleased to inform you about the lifetime support for the APC Silcon UPS systems 208V and 480V.

? For how long will APC support spare parts for the APC Silcon?

! Production the APC Silcon 208V and 480V series will cease October 1, 2007. APC guarantees 10 years of support on spare parts from the last day of production, hence the final day for guaranteed support is September 30, 2017.

? What is the delivery time on spare parts for APC Silcon?

! Until the 5th year after cease of production APC guarantees delivery of spare parts as fast as possible. After that time, lead time is likely to be several months, if the spare part is not in stock but needs to be manufactured.

? What is the expected lifetime of APC Silcon?

! As long as the UPS units are maintained according to the standard service contracts, and other environmental circumstances are intact (temperature, humidity etc.), shall the guaranteed lifetime of the systems be no less than 10 years on unit level. At component level, please refer to the standard APC parts exchange concept document.

Naturally, as products turn older, the risks of facing failures because of general worn out get bigger. This is the case for any product purchased.

Please visit <http://apcc.com/> for more information on APC's extensive product program.

With best regards,

APC-MGE
Enterprise & Systems