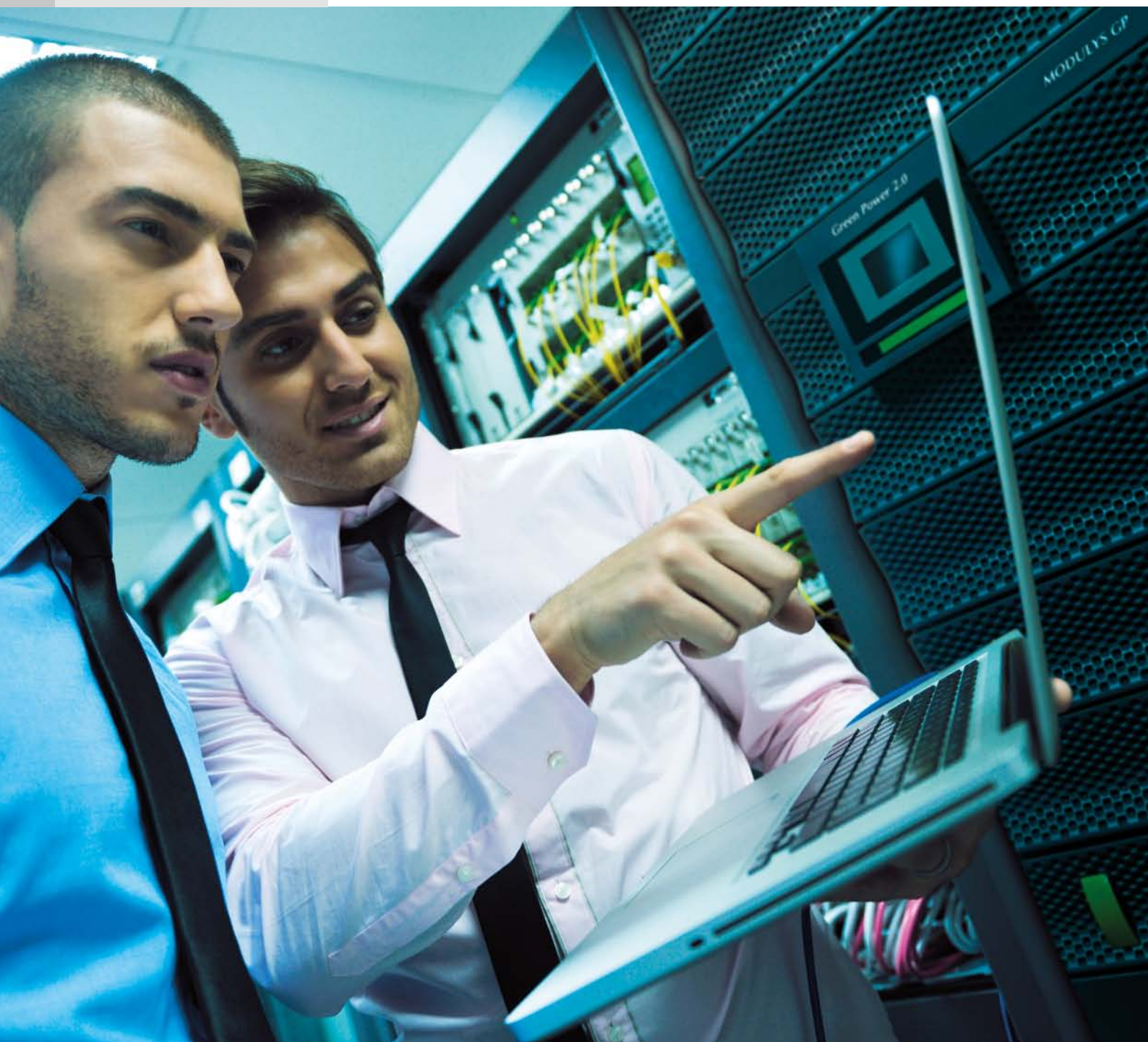


SERVICES

Maintenance Service Packages

Exclusively for modular UPS



your energy
our expertise

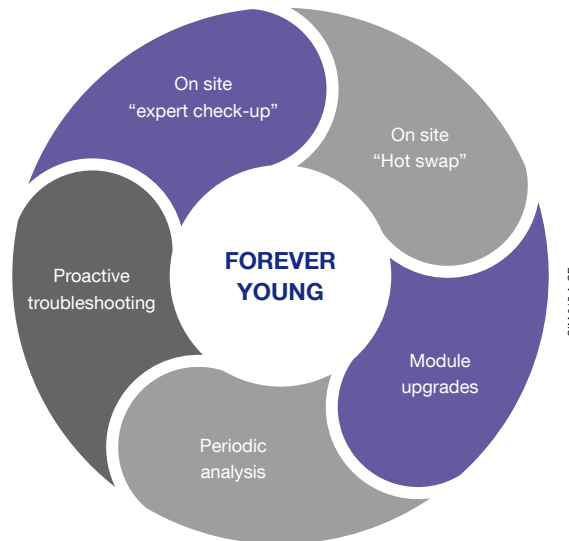


 **socomec**
Innovative Power Solutions

Futureproof your investment and extend the life

Modular maintenance lifecycle

With more than 45 years' experience in the design and manufacture of UPS critical power equipment, we understand how important it is to maximise your return on investment whilst remaining at the forefront of advances in technology. That's why we have developed a new service offer for our modular UPS products – guaranteeing that your organisation is always protected by the very latest critical power technology. Combined with our advanced monitoring UPS system – LINK-UPS – we guarantee business continuity in the most demanding critical power applications, with the ability to hot-swap modules – with zero downtime.



New service features & key benefits

1 Remote monitoring LINK-UPS

- Alarm notification to the nearest Socomec Service Centre.
- Remote diagnostic and troubleshooting.
- Periodic analysis reports.



Maximum operational uptime

2 Smart module management

- Fast hot-swap replacement.
- Load fully protected during maintenance.



Repair time guaranteed

3 Full power system upgrade

- Periodic renewal, with complete module replacement using the latest technology.



Up-to-date technology... anytime!

Access a manufacturer's expertise



Expert service engineers

- 370 Socomec service engineers in 20+ subsidiaries.
- 175 business partner service engineers in 70+ countries.
- 4,500 hours of technical training provided per year (product, methodology and safety).

Technical hotline network

- 20+ languages spoken by Socomec's technical hotline staff.
- 3 advanced technical support centers.
- 100,000+ incoming calls handled per year.

Services

- Specialist team of engineers on call 24/7.
- Technical expertise on site in max 6 hours guaranteed.
- Power quality and thermal imaging audit.
- On site tests, commissioning and training.
- Certified preventive maintenance visit.
- Remote monitoring and proactive diagnostic.
- Corrective maintenance with original spare parts.
- 24/7 original spare part stock availability.
- High priority spare part shipment.

of your **modular UPS** with our **latest technology**

Maintenance service packages

REGULAR, PREMIUM and EVOLUTION PACK are Socomec's unique maintenance service packages which combine ongoing access to the latest technology with world-class engineering expertise - throughout the product lifecycle of your modular UPS.

Evolution Pack Summary

Evolution Pack delivers the most comprehensive service guaranteed:

- 5 year, fully inclusive package,
- ongoing access to the latest technology,
- periodic upgrades with complete module replacement,
- continuous system care and monitoring based on specific usage conditions.

Evolve with Socomec:

- control your costs: fixed price guaranteed over a 5 year period,
- maximise your investment: incorporate cutting edge technology for the ultimate energy efficiency,
- futureproof your system: eliminate end-of-life criticality.



	SERVICE DESCRIPTION	REGULAR 1-3 years	PREMIUM 1-3 years	EVOLUTION PACK 5 years
1	UPS remote monitoring (LINK-UPS)	x	x	x
	Remote diagnostics + proactive troubleshooting + report	x	x	x
2	Module shipment within 3 working days	x		
	Module hot-swap on site next working day		x	
	Module hot-swap on site within 24 hours*			x
3	One complete module replacement per 5 year period			x
	One annual preventative maintenance visit	x	x	x
	Battery check	x	x	x
	Labour and mileage for corrective maintenance		x	x
	Original spare parts		x	x
	Hot-line availability	x	x	x
	Emergency hot-line 24/7	•	•	x
	Response time to site next working day	•	x	
	Response time to site within 6 hours	•	•	x
	Response time to site within 4 hours*	•	•	•
	Preventative replacement of consumables, fans and capacitors (battery excluded)	•	x	x
	Additional preventative maintenance visit	•	•	•
	Out of hours preventative maintenance visit (night, weekend, bank holiday)	•	•	•
	Infrared analysis	•	•	•
	Power quality audit	•	•	•

*X: included. •: optional. *: please check the service coverage in your area.*

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