

Maintenance contracts

for single and three-phase UPS

Operation



Silver, Gold, Platinum and Platinum+ are the Maintenance service contracts suitable for UPS.

50 years of manufacturer's experience is at your disposal to provide you with a comprehensive support package which affords you complete peace of mind.

Key points

- > Original spare parts
- > Expert engineers equipped with professional tools and software
- > Safety procedures

Benefits

- > Improves system availability
- > Optimises product lifespan
- > Guaranteed response time to site

SERVICE DESCRIPTION	SILVER	GOLD	PLATINUM	PLATINUM+
1 Annual preventive maintenance visit	•	•	•	•
Battery check	•	•	•	•
Battery care	○	○	○	○
Labour & mileage for corrective maintenance		•	•	•
Original spare parts			•	•
Power module as a spare (MODULYS XL)	○	○	○	○
Hot-line availability	•	•	•	•
Emergency hot-line 24/7	○	○	○	•
Response time to site within next working day	•	•	•	
Response time to site within 6h*	○	○	○	•
Response time to site within 4h*	○	○	○	○
Preventive replacement of consumables (fans and capacitors, excluding batteries)	○	○	○	○
UPS remote monitoring (SoLink)	○	○	○	○
Remote check-up + Proactive troubleshooting + Report	○	○	○	○
Additional preventive maintenance visit	○	○	○	○
Out of hours preventive maintenance visit during night, week-end, bank holidays	○	○	○	○
Thermal imaging	○	○	○	○

•: included.

○: optional.

* Please check the service coverage in your area.