

Maintenance contracts

for single and three-phase UPS



Our service contracts are tailored to customer needs, taking into account individual operational constraints, business processes and the unique level of criticality associated with specific applications.

Whatever the issue, our internal escalation process from local specialist support teams up to corporate R&D and expert engineering teams, gives us access to different levels of expertise to respond as quickly as possible. Our service teams are trained and equipped with certified equipment to provide the highest levels of expertise.

| SERVICE DESCRIPTION | SILVER | GOLD | PLATINUM |
|--|--------|------|----------|
| Annual preventive maintenance visit ⁽¹⁾ | • | • | • |
| Hotline 8x5 + response to site by next working day | • | • | • |
| Hotline 24x7 + response to site in 6 hours | ○ | ○ | ○ |
| Labour from Socomtec specialist (onsite & remote) | | • | • |
| Original spare parts | | | • |
| Ready-to-use spare power brick/module onsite | ○ | ○ | ○ |
| Native cyber-secure cloud services ⁽²⁾ | | | |
| • SoLive monitoring application | | | |
| • Remote cloud surveillance 24x7 | | | |
| • Access to log interactive web dashboard | | | |
| • Annual Health Check report | • | • | • |
| • Proactive alarm management | | | |
| • Remote response and diagnosis within 2 hours | | | |
| • Remote troubleshooting ⁽³⁾ | | | |

•: included.

○: optional.

⁽¹⁾ Remote preventive visits are possible with certain UPS models. Contact us for more information.

⁽²⁾ Available for UPS equipped with a Net Vision network card and connected to Socomtec's cloud.

⁽³⁾ Upon end-user confirmation, a Socomtec specialist will be available to activate a direct-to-machine temporary remote connection in order to perform an in-depth diagnosis and carry out troubleshooting where possible. This service is available for certain UPS models. Contact us for more information.

Key points

- > Original spare parts
- > Expert engineers equipped with professional tools and software
- > Safety procedures
- > Access to different levels of expertise in order to respond as quickly as possible
- > Native cyber-secure cloud services

Benefits

- > Minimum downtime and extended lifespan
- > Maximum peace of mind
- > Precise budget control