

## UPS MAINTENANCE CONTRACTS

**“Service Your Profit” Your business depends on it!**

### Zero Downtime

Combining technology from industry leading manufacturers with preventative service and maintenance contracts, AVK|SEG (UK) LTD seek to ensure that you, the customer, has the maximum efficiency from the equipment from the date of first commercial operation. With scheduled Maintenance inspections the equipment is inspected at regular agreed intervals and advice is given on any work considered necessary. This ensures the smooth running of the equipment and prevents unscheduled shutdowns occurring. Our high level response to call outs and dedicated UK Wide Service team ensures that engineering work is completed with minimum disturbance to your critical power systems with zero downtime!

### Tailored Contracts

An AVK|SEG (UK) LTD Service and Maintenance Contract can be tailored to meet the customers’ specific requirements with options for call out response, number of annual maintenance visits per annum and week day or weekend maintenance. All aspects of installation can be accommodated within the contract, including battery and load bank testing as well as site



Our fully trained engineers have experience of not only providing general maintenance but can also solve complicated electronic and electrical problems that may arise – a facility other companies cannot often provide!

### UPS Maintenance Contracts

AVK|SEG (UK) LTD provide UPS Systems with power ratings from 10kVA to 4MVA. UPS Systems supply continuous power to essential equipment that cannot tolerate a break in their supply. Servicing and maintaining UPS systems requires detailed knowledge and training on the product along with spare parts. Provided that the UPS system is serviced and maintained correctly the system will provide many years of reliable operation. AVK|SEG (UK) LTD provides a range of service and maintenance contracts covering:

- General Maintenance – Inspection and Cleaning
- Connections – checking electrical connections
- Adjusting – checking all functions operate correctly
- Upgrading software as it is introduced
- Emergency Callout – providing 365 days, 24 hours call out
- Sp



The UPS system is designed to operate continuously 24 hours a day, supporting vital computer systems or communication equipment against voltage spikes, swells, dips or total power loss. Therefore UPS systems every day are carrying out thousands of checks, monitoring, compensation adjustments to ensure a constant clean supply is maintained at all times.

To protect the power semiconductors, located in the rectifier, static bypass switch and inverter circuits against temperature problems. Air from within the room is forced through the system, via the cooling fans, which maintains a constant operating temperature.

With all critical plant equipment, it is essential that routine maintenance checks are carried out as per the recommendations of the manufacturer, to ensure the UPS system is always operating at its optimum level and clean protected supply to the critical loads is at no risk.



# UPS MAINTENANCE CONTRACTS

## The Agreement

### Factory Trained Engineers

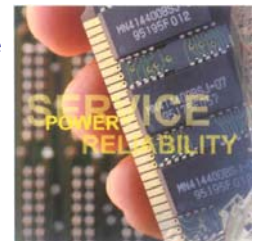
All our engineers in the UPS service division undergo a comprehensive in-house training program on the fundamental checks which must be carried out on the UPS system during routine maintenance. In addition, all engineers attend the manufacturer factory for further training on the use of diagnostic software for fault finding, more in-depth training of the UPS in its operation and the control philosophy. Engineers are fully equipped with the required tools and calibrated test equipment, when attending each site.

### The scope of works completed during the maintenance will include:

1. Thorough external & internal system clean
2. Power and control cable connections checked for tightness.
3. Levels checked for rectifier output voltage, when operating on boost charge and float charge.
4. Check the inverter output voltage and back up battery supply is within the system specifications.
5. Check transfer operation between inverter to static switch bypass and static switch bypass to inverter.
6. Mains failure is simulated. System is then switched back to normal operation and the battery charging current from the rectifier is recorded.
7. Every cooling fan is monitored for correct operation and for signs of fatigue.
8. The system event logger is downloaded onto a laptop and the past six months UPS operation analysed.



AVK | SEG (UK) Ltd offer three types of maintenance contract levels for UPS installations .



## TYPICAL UPS – MAINTENANCE CONTRACTS

### COMPREHENSIVE – UPS

- 2 x 6 Monthly Maintenance Visits in Normal Working Hours
- 24 Hour 7 day a week Emergency Call Out Cover with 4 Hour Response Time
- ALL Labour Costs are included within the contract
- The Contract does not include the replacement of consumables if there is a fault after they have reached the end of their predicted service life, it does however cover replacement of fans during their 5 year service life, and capacitors during their 10 year service life.

### PREMIUM – UPS

- 2 x 6 Monthly Maintenance Visits in Normal Working Hours
- 24 Hour 7 day a week emergency call out cover with a 4 hour response time.
- All replacement parts required during either an emergency or a maintenance visit are chargeable.

### STANDARD – UPS

- 2 x 6 Monthly Maintenance Visits
- 8hour Response for Emergency Call Outs
- All replacement parts are chargeable

All contracts can be changed (e.g. maintenance visit times, number of visits etc.) to cater for your specific needs.

*For further advice and a full quotation on the right Maintenance Contract for you, please call us on [01628 503900](tel:01628503900)*