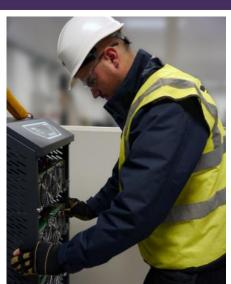
## **Service Contract Data Sheet**



# **UPS** | Power Care Premier



We offer a range of flexible maintenance contracts to suit your business, needs providing end-to-end care of your critical UPS Systems year upon year. With strategically placed depots across the UK and our nationwide network of technical engineers

and support staff we promise the highest standards UPS servicing, maintenance and emergency response. Our 24/7 remains constantly helpdesk tuned to support our clients and dispatch our engineers to callouts where contracted.

INCLUDED

Preventative Maintenance Visit**	✓
Parts Included***	×
24/7 Emergency Response	4 hour Response*
24/7 Technical Support	✓
Remote Monitoring (on selected models)	✓
Free Firmware Upgrade (on selected models)	✓
*To 'Red Alert' situations. A 'Red Alert' is defined as—A failure of the UPS system following a genuine and extended mains power supply failure.	

FEATURE

# **Power Care**

### **Definitions**

- Annual preventative maintenance visit\*\*
- Emergency 24/7 cover with 4 hour response to 'red alert'\* calls
- 24/7 technical telephone support
- 24/7 remote monitoring and analysis (on selected models)
- Free firmware upgrade to the operating system (on selected models)

#### **Distributor:**



In line with our policy of continuous development, we reserve the right to change specification without notice.

<sup>\*\*</sup>Visit in normal working hours. Out of hours chargeable as extra (extra service visits charged as extra)

<sup>\*\*\*</sup>Excludes batteries and capacitors