



## Service Contract Data Sheet

### UPS | Power Care



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 of UPS servicing, maintenance and emergency response. Our 24/7 helpdesk remains constantly tuned to support our clients and dispatch our engineers to callouts where contracted.

FEATURE	INCLUDED
Preventative Maintenance Visit**	✓
Parts Included***	✗
24/7 Emergency Response	8am-5pm*
24/7 Technical Support	8am-5pm
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.	
**Visit in normal working hours. Out of hours chargeable as extra (extra service visits charged as extra)	
***Excludes batteries and capacitors	



### Power Care

## Definitions

- Annual preventative maintenance visit\*\*
- Emergency cover with response between 8am and 5pm to 'red alert'\* calls
- 8am-5pm technical telephone support

### Distributor:



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