

# UPS Service Plans




You have invested in a UPS so that you can be assured of business continuity and protection of your assets in the event of a power outage or interruption. Here is everything you need to know about the service and support we can offer to ensure your UPS will perform as expected when it is needed now and for many years to come.








## Why should you invest in UPS maintenance?

Meantime between failure for well-maintained UPSs are more than 20 times better than for UPSs that receive no maintenance.

### But first some facts...

-  Approximately two-thirds of business down-time events are preventable
-  All UPS systems have consumable components that require occasional replacement
-  Batteries require constant monitoring and regular service/replacement

### Key questions to ask

-  How critical is your UPS to your business?
-  Will the factory warranty deliver the service I require?
-  How fast do I need my service delivered?
-  Do I need certainty of cost provided by a full parts and labour plan?
-  Am I willing to pay for any parts that require replacement?

### All carried out by the experts...

-  Eaton Authorised Service Provider
-  APC Certified Service Partner
-  Fully Registered Electricians

## Our plans - designed to fit your business perfectly

Services	Service Plan					
	Warranty	PPM Cover	Standard Cover	Progressive Cover	Advanced Cover	Comprehensive Cover
PPM Servicing		✓	✓	✓	✓	✓
24/7 phone support		✓	✓	✓	✓	✓
Discounted labour rates		✓	✓	✓	✓	✓
Discounted parts		✓	✓	✓	✓	✓
Warranty parts from UPSPS warehouse			✓	✓	✓	✓
Repair parts from UPSPS warehouse				✓	✓	✓
Onsite repair labour included	✓*				✓	✓
Onsite repair parts included	✓				✓	✓
Call out response - By next business day			✓		✓	
Call out response - 24/7, 2 hour mobilisation				✓		✓

\* Hard-wired units only. Travel excluded

Parts and labour costs associated with battery replacements and external monitoring systems are excluded.



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