

REPAIR SERVICES

We provide repair services as efficiently and cost-effectively as possible, in a friendly manner, even when the power is down and the clock is ticking.



REPAIRS

Being manufacturer-independent we are able to offer a repair service for any make of UPS, following an initial diagnosis. Sometimes the diagnosis can be achieved by asking a few questions; sometimes it requires a site visit.

Sadly electrical equipment doesn't last for ever. If you don't have a maintenance contract, getting your UPS or Generator repaired can be something of a lottery - who do you call for the best service? Our relationship with all the major UPS manufacturers gives us access to the widest range of authorised spares which we can usually obtain rapidly. Not all repairs are major, not all are expensive and often they can extend the life of a unit by years. However, when a repair isn't cost-effective we can usually supply and fit a replacement from stock. We recognise that budgets do not always allow for 'replace with new' and we can often devise interim solutions for ageing

equipment or systems with insufficient growth capacity.

Where there is a need to provide upgrades or replacements, we can usually get you up and running rapidly, with the minimum of fuss.

TYPICAL SYMPTOMS

Do any of the following sound familiar?

- *'There's no power from the unit'* – perhaps the battery needs recharging or replacing.
- *'The unit is dead'*- it may not be, but it certainly needs looking at!
- *'My generator is smoking'*- possibly due to contaminated fuel, sometimes simply needing a service.
- *'There's an odd burning smell'*- it could be that a battery, fuse or circuit board is about to fail.
- *'There's an unusual, loud or persistent noise'*- usually a stressed component.
- *'The unit feels very hot'* - often, the fan is about to fail or may have done so already.
- *'The unit is beeping constantly'* – possibly the battery needs recharging, replacing or needs the internal parameters resetting.

EXPERTISE IN STANDBY POWER



HOW CAN WE HELP

- Discuss the problem and suggest a way forward.
- Carry out a health check visit to provide a full diagnostic report, and service as required.
- Provide a Return to Base inspection service in our workshop. With a fixed fee this is usually cost effective for smaller units.
- Provide user-replaceable batteries (where UPS are designed to allow this).
- To discuss UPS Systems Repair Services, request service information sheets or pricing, please call our service team on **01488 680 500**.

ABOUT UPS SYSTEMS

UPS Systems plc is the largest manufacturer-independent supplier of standby power solutions in the UK.

By offering the widest range of UPS, generator and fuel cell products available we can offer completely impartial advice and provide solutions that are carefully tailored to precisely meet your continuous power requirements.

Our expertise is in product specification, selection, sourcing and complete project management from brief to installation and commissioning.

An extensive post-sales support service package can also be provided comprising of maintenance programmes, remote monitoring services for generators, UPS and fuel cell systems, health checks, repair services and battery replacements.

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