



## Peace of mind for Salisbury Group

Salisbury Group specialise in commercial facilities management and look after over 320 business premises across the UK. Salisbury contacted UPS Systems plc after acquiring a contract to manage the facilities of a global investment company.



“I would recommend UPS Systems for your standby power requirements.”

Beverley Russell – Salisbury Group

### THE CHALLENGE

Salisbury’s client had a 160 kVA UPS at their London site on Saville Row. Salisbury needed to make sure their new client's systems would be protected in the event of a power failure; without maintenance, key components of the UPS can fail, leaving it unable to support the company’s crucial servers. Salisbury required a service contract that included two planned out of hours maintenance visits and requested the first visit as soon as possible to ensure the UPS would not fail.

## THE SOLUTION

UPS Systems were flexible and able to provide Salisbury with a maintenance contract that suited their needs. The contract incorporated a 4 hour response call out facility, with 24 hour telephone support and two pre-planned maintenance visits per annum to be completed on a Saturday.

The first maintenance visit was arranged and took place as soon as the contract was agreed. Several vital checks were carried out by the engineer to make sure there'd been no deterioration of the UPS due to moisture, heat or environmental conditions such as excessive dust.

The engineer inspected the UPS for any signs of increased temperature or overheating, making sure the fans were moving freely and the filters were clear. All critical components such as capacitors were checked during the visit and the battery was tested for signs of sulphating and leaks. The age of the battery was also examined to see if it was at risk of failing. As a final check, the unit was run on battery to ensure that it supported the load.

## CLIENT'S PERSPECTIVE

Beverley Russell, Account Manager at Salisbury Group, said: "I have found UPS Systems' service and delivery at one of our key sites very impressive; they book in engineers well in advance and are happy to re-arrange when necessary."

## THE OUTCOME

The engineer concluded that the UPS was safe, reliable and dependable. UPS Systems provided Salisbury with the site report stating there were no issues or recommendations arising from this particular visit, allowing them to relax in the knowledge that the UPS would be there to support their client's systems. If any future problems do occur, Salisbury can make use of the 24 hour telephone support and arrange a call out if necessary.

## THE UPS SYSTEMS PROMISE

**The largest manufacturer-independent supplier of standby power solutions in the UK**

**Widest range of standby power products available**

**Impartial advice and solutions tailored to meet your continuous power needs**

**Product specification, selection, sourcing and complete project management**

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