



ONE-TIME SERVICE & CONTRACT SERVICE PLAN OFFERINGS

ONE TIME SERVICE OPTIONS:

Many one-time service elements can also be incorporated into a comprehensive service contract as listed below.

UNIT PREVENTIVE MAINTENANCE

PRICING AVAILABLE FOR ANYTIME IN ANNUAL, SEMI-ANNUAL, QUARTERLY OR MONTHLY INTERVALS.

A unit Preventive Maintenance visit keeps the customer's system running smoothly and may help avoid service calls by correcting problems before they happen.

This Preventive Maintenance Service was developed to offer a one-time charge for customers, with nothing hidden. Service includes all on-site labor, mileage and expenses to complete the Preventive Maintenance. The UPS may need to be powered down upon discovery of needed adjustments or repairs. The Preventive Maintenance service includes:

- Check of unit wiring
- Visual inspection of internal sub-assembly and components
- Check of electrical connections
- Check fan(s) operation
- Clean unit interior
- Check operation of alarm circuits
- Verification of system software parameters
- Calibration of unit to manufacturers specifications
- Verify bypass / static switch
- Perform battery & inverter diagnostics
- Verify charger operation
- Return unit to normal operation with customer loads.
- Clean unit exterior

UNIT STARTUP

- Check of installation wiring
- Check of bypass wiring (if applicable)
- Check of unit wiring
- Visual inspection of internal sub-assembly and components
- Check of electrical connections
- Initial energizing of unit
- Verification of system software parameters
- Calibration of unit to manufacturers specifications (if necessary)
- Verify bypass / static switch
- Return unit to normal operation with customer loads.(if available)
- Basic operation training (to be performed at time of startup)

BATTERY INSTALL

Our factory trained technicians come to your site and install batteries. This service also includes a Unit Preventive Maintenance. Special pricing considerations are available for those who purchase batteries and install both from Energy Control Systems. In addition, please ask about our free battery removal/disposal service.

CORRECTIVE MAINTENANCE

This service was developed for an alarming or down unit, for the customer with the intent to repair the unit in question.

EVALUATION

Evaluation services consist of having one of our factory trained technicians travel to your site and evaluate your unit for future reliability and possible replacement. Electronics, batteries, cabling, and all components are inspected and the customer is provided with a full report with recommendations of solutions upon completion of evaluation.

CONTRACT SERVICE PLAN OFFERINGS:

Information contained in the plans below are considered "standard offerings". ECS is happy to work with our customers to customize a plan that is right for them.

BASIC PROTECTION PLAN

- Designed for smaller stand by and line interactive units (350-3000va)
- Covers expedited shipment of replacement unit and/or standard batteries
- Call tag is sent to return failed unit (if applicable)

ADVANCED PROTECTION PLAN

- Comprehensive coverage of the unit and batteries ***
- No PM (or scheduled) visits are built into this plan
- On Site emergency service
- Replacement unit (if applicable)**
- Comprehensive battery coverage offered for all battery configurations separately

ULTIMATE PROTECTION PLAN SINGLE PHASE

- Designed for sites that need at least one PM per year
- Comprehensive coverage of the unit and batteries ***
- On Site emergency service
- Yearly preventive maintenance visit for unit and batteries ***
- Replacement unit (if applicable)**

ULTIMATE PROTECTION PLAN THREE PHASE

- Designed for sites that need at least one PM per year
- Comprehensive coverage of the unit and batteries ***
- On Site emergency service
- Yearly preventive maintenance visit for unit and batteries ***
- Replacement unit (if applicable)**
- Comprehensive battery coverage offered for all battery configurations separately

PROACTIVE PROTECTION PLAN SINGLE PHASE

- Designed for customers that want a built-in battery change at specific intervals
- Initial Start up*
- Semi Annual preventive maintenance visit for unit and batteries ***
- Comprehensive coverage of the unit and batteries ***
- Comprehensive battery coverage offered for all battery configurations separately
- On site emergency service
- Proactive full string battery replacement
- Replacement unit (if applicable)**

PROACTIVE PROTECTION PLAN THREE PHASE

- Designed for customers that want a built-in battery change at specific intervals
- Initial Startup*
- Semi Annual preventive maintenance visit for unit and batteries ***
- Comprehensive coverage of the unit and batteries ***
- On site emergency service
- Comprehensive battery coverage offered for all battery configurations separately
- Proactive full string battery replacement
- Replacement unit (if applicable)**

* Initial startup can take the place of the first annual preventive maintenance

** If failed/alarming unit is deemed to be non-repairable – (This excludes EOL units and those where parts are no longer available from the manufacturer.)

*** Batteries must be covered under contract

NOTE: Cap Banks and Transformers are excluded from coverage in all plans unless specifically included.

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