Maintenance packages

Manufacturer service provision
For increased equipment durability

The expertise of a single design, manufacture and maintenance supplier
Since 1968, SOCOMEC has been developing products and services which are geared towards the quality and continuity of your high quality energy.

The availability of original spare parts
The various original parts and components that we stock guarantee that any faulty equipment can be rapidly brought back online, whilst maintaining its original performance and reliability.

Specialists at your service
Our Maintenance & Professional Services team comprises qualified engineers whose mission is to guarantee the correct operation of your UPS system(s).
MPS offers a comprehensive support service package which gives you complete peace of mind: commissioning, on-site testing, certified preventive maintenance visits, 24-hour call out and rapid on-site repairs, genuine (original) spare parts, power quality and energy efficiency audits, consultancy, design and implementation of installation modifications and updates, etc.
MPS is the most reliable partner to advise you on the maintenance of SOCOMEC equipment and to resolve any problems in accordance with current environmental standards and procedures.

Respect for the environment
As a manufacturer, we are committed to protecting the environment and actively participate in the development of legislation and standards related to this issue.
This guarantees that we will always respond to the demands of legislation concerning the disposal of used components and respect recycling procedures.

Our global presence includes:
• 10 branches in France,
• 12 European subsidiaries,
• 8 Asian subsidiaries,
• representatives in 70+ countries.

More than 370 SOCOMEC experts supported by 175 engineers and technicians from our distributors, drive the solutions to your specific needs.

On-site service management
• 55,000 service operations per year (mainly preventive visits)
• 98% Service Level Agreement compliance rate

Technical hotline network
• +20 languages spoken
• 3 advanced technical support centres
• +90,000 incoming calls handled per year

Certified expertise
• 3,500 hours of technical training deployed per year (product, methodology and safety)
Reliable service provision

Key figures

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Maintenance Services Packages

Key points

Certified preventive maintenance
Expert maintenance procedures carried out directly by the manufacturer is the best guarantee to prevent downtime and ensure your UPS maintains an optimum level of supply, reliability, safety and efficiency:
- Inspections: mechanical, electrical, battery
- Dust removal/equipment cleaning
- Software updates
- Electronics testing
- Environmental checks
- Battery check
- Maintenance report

24/7 corrective on-site procedures
Proximity and emergency service carried out by the manufacturer are the best guarantees for a high quality technical support, fast troubleshooting and real problem solving:
- Specialist team of engineers on call 24/7
- Technical expertise on-site within 4 hours* guaranteed
- Remote monitoring and proactive troubleshooting
- Corrective maintenance with original spare parts
- 24/7 spare part stock availability with high priority shipment

3 commitments with our customers:
- To offer you the most suitable Maintenance Service Package adapted to your needs
- To maintain your system’s availability at its best
- To optimise your maintenance costs during the entire system’s service life

* Please check the service coverage in your AREA.

The service life of the UPS depends on various factors such as the load specifications (percentage, linearity and variability) and the operating environment (temperature, humidity, level of pollution). To keep the UPS running at maximum levels of efficiency and to avoid system downtime with possible risks and damage to loads, it is vital carry out a scheduled maintenance operations on an annual basis.

Our solutions, tailored to your operating requirements, optimise preventive maintenance and corrective on-site procedures in case of emergency.

SOCOMEC offers a large portfolio of Maintenance Packages that tailor the service around customer profile in terms of: operating constraints, business activity and level of criticality for the application.

Silver Gold Platinum Platinum+
1 annual preventive maintenance visit x x x x
Battery check x x x x
Labour & mileage for corrective maintenance x x x
Original spare parts x x
Hot-line availability x x x x
Emergency hot line 24 / 7 • • •
Response time to site within next working day x x x
Response time to site within 6h* • • •
Response time to site within 4h* • • • •
Preventive replacement of consumables fan & capacitors (battery excluded) • • • •
UPS remote monitoring (LINK-UPS) remote check-up + proactive troubleshooting + report • • • •
Additional preventive maintenance visit • • • •
Preventive maintenance visit during night, week-end, bank holidays • • • •
Infrared analysis • • • •
Power quality audit • • • •
X: included.
•: optional.
SOCOMEC offers a large portfolio of Maintenance Packages that tailor the service around customer profile in terms of: operating constraints, business activity and level of criticality for the application.

### Key points
- Certified preventive visits
- Software upgrades
- 24/7 on call availability
- 4-hour RTS guaranteed*
- Original spare parts

### Benefits
- Helps reduce equipment malfunction
- Optimises operating efficiency
- Extends equipment service life
- Improves system availability

### Maintenance Services Packages

**For Critical Power standard products**

### 1 annual preventive maintenance visit

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<thead>
<tr>
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<th>Silver</th>
<th>Gold</th>
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### Battery check

|                     | x      | x    | x        | x         |

### Labour & mileage for corrective maintenance

|                     | x      | x    | x        | x         |

### Original spare parts

|                     |        | x    | x        | x         |

### Hot-line availability

|                     | x      | x    | x        | x         |

### Response time to site within next working day

|                     | x      | x    | x        | x         |

### Response time to site within 6h*

|                     | •      | •    | •        | x         |

### Response time to site within 4h*

|                     | •      | •    | •        | x         |

### Preventive replacement of consumables

|                     | •      | •    | •        | •         |

### Fan & capacitors (battery excluded)

|                     | •      | •    | •        | •         |

### UPS remote monitoring (LINK-UPS)

|                     | •      | •    | •        | •         |

### Remote check-up + proactive troubleshooting + report

|                     | •      | •    | •        | •         |

### Additional preventive maintenance visit

|                     | •      | •    | •        | •         |

### Preventive maintenance visit during night, week-end, bank holidays

|                     | •      | •    | •        | •         |

### Infrared analysis

|                     | •      | •    | •        | •         |

### Power quality audit

|                     | •      | •    | •        | •         |

* Please check the service coverage in your AREA.
X: included.
*: optional.
Maintenance Services Packages
For Critical Power Modular products

IT and facility managers, having chosen a modular UPS system to protect their critical applications, are looking for extra services from the manufacturer to optimise their investment throughout the product lifecycle.

SOCOMEC offers a unique package to take full advantage of the modular architecture of the UPS system: fast upgrading, cost predictability and no more “end-of-life criticality”.

### Key points

- Remote monitoring
- Smart module management
- Full power system upgrade

### Benefits

- Maximum operational uptime
- Repair time guaranteed
- Up-to-date technology … anytime

### Focus on EVOLUTION PACK

- Fixed price guaranteed over a 5-year period
- Peace of mind, with a system that always incorporates cutting edge technology and higher energy efficiency
- No more worries about end-of-life criticality

### Features

- 5-year all-inclusive programme
- Periodic upgrades with complete module replacement
- Continuous system care & monitoring of electronic component ageing based on specific usage conditions

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<table>
<thead>
<tr>
<th>SERVICE DESCRIPTION</th>
<th>REGULAR 1-3 years</th>
<th>PREMIUM 1-3 years</th>
<th>EVOLUTION PACK 5 years</th>
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<tr>
<td>UPS remote monitoring (LINK-UPS)</td>
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<tr>
<td>Remote check-up + proactive troubleshooting + report</td>
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<td>Module shipment within 3 working days</td>
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<td>Module hot-swap on-site within next working day</td>
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<td>Module hot-swap on-site within 6h</td>
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<td>1 complete module replacement per 5Y period</td>
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<td>1 annual preventive maintenance visit</td>
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<td>Battery check</td>
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Every data centre is unique with its own power requirements and site constraints. In addition, data centre managers are committed to optimising resources. It is therefore essential that maintenance services are both tailored to site conditions and able to offer real control over maintenance costs.

PRISM Availability services is the brand new Maintenance Programme offered by SOCOMEC, your recognised specialist manufacturer of critical power systems, for ensuring critical business continuity 24/7 and protecting your investment.

**Key points**

- 5-year all inclusive program at a fixed price including all operational maintenance costs guaranteed with no extra charges

**Benefits**

- Personalised maintenance management and site improvement
- Improved system uptime
- Total control over your maintenance costs for 5 years
LINK-UPS remote monitoring

24/7 remote monitoring services to maximise your business continuity

LINK-UPS is the new SOCOMEC remote monitoring service designed to provide IT and Facility Managers with 24/7 support to ensure the ongoing performance, efficiency and safety of their critical infrastructure and to prevent costly downtime. LINK-UPS provides a permanent connection between the internal monitoring system of any SOCOMEC UPS equipment and the nearest SOCOMEC Service Centre.

Using redundant INTERNET / GPRS connection, it allows SOCOMEC engineers to be continuously connected to your UPS without any single point of failure in communication. If the UPS operating parameters fall outside the permitted range, the system will identify the anomaly and automatically notify the nearest SOCOMEC Service Centre. A specialist Socomec engineer will carry out a diagnostic check by remotely accessing the parameter dashboard and proactively perform the most appropriate corrective action.

LINK-UPS keeps you updated about the operating status of your UPS, providing you with regular reports and technical recommendations for improving the quality of your system.

**Key points**
- Automatic anomaly detection
- Proactive diagnostic
- Optimised troubleshooting procedures

**Benefits**
- Continuous equipment performance / status updates
- Problem prevention
- Reduced Mean Time to Repair
- Increases system availability
- Saves downtime costs

**CUSTOMER SITE**
- System uptime
- Business continuity
- Peace of mind

**SOCOMEC SERVICE CENTRE 24 / 7**
- Alarm notifications
- Remote diagnostics
- Regular reports
**VERTELIS**: Energy efficiency
Software suite for optimising your energy performance

VERTELIS software suite consolidates all the data collected by measuring and metering devices. Based on open-ended technologies, it can be easily integrated into the IT environment. A simple and user-friendly web interface enables access to various analysis and power consumption optimisation functions.

### Key points
- Unique, centralised and easy to use interface
- Energy consumption breakdown displayed per utility
- Real-time monitoring of all electrical parameters
- Alarm notification by email
- Summary of energy savings
- Detection of active and reactive powers maximums and overruns
- Installation, configuration, training and support by Socomec experts

### Benefits
- An all-in-one (hardware/software/services) solution to monitor your consumption and perform energy savings
- Full support of Socomec before, during and after the installation

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Replacement of consumable parts
Ensure the stability of your system during its service life

Each component of the UPS system is designed to operate reliably during the product’s normal life cycle, in accordance with the electrical environments and environmental conditions stated in the installation and operating manual.

To reduce the impact of ageing on your system and therefore maintain the efficiency and availability of the installation, it is vital to perform periodic preventive replacement of parts that are subject to wear and tear, such as fans and capacitors.

**Key points**

- Preventive replacement of consumable parts based on manufacturer expertise,
- Original spare parts

**Benefits**

- Prevents UPS instability and malfunctions
- Avoids risk of system breakdown
- Saves downtime costs

Batteries are a key element of any UPS system. Their efficiency and availability are important for preventing load downtime, but at the same time batteries are the most vulnerable and failure-prone component of such systems. Therefore, continuous battery monitoring, adequate annual maintenance and periodic preventive replacement are essential to guarantee continuity of operations.
Battery care
Ensure the stability of your battery pack during its service life

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Key points
- Battery check during preventive visits
- Periodic preventive replacement based on manufacturer expertise
- Battery monitoring

Benefits
- Maintains the battery back-up time
- Avoids risk of UPS downtime
- Optimises battery investment costs
Thermal imaging
High resolution thermographic images for predictive and preventive maintenance

Thermal imaging is a technique which shows the radiation values of any surface using special infrared equipment. The thermographic analysis can detect any thermal anomalies in electrical installation components, problems which are impossible to detect with the naked eye.

Such imaging is particularly useful for preventive diagnostics to determine the risk of component breakdown and to quickly pinpoint those affected by abnormal overheating, which could result in energy being wasted or the failure of the UPS or the rest of the installation.

Key points
- Complete checkup of your LV installation
- Rapid identification of critical situations affecting energy distribution and electrical components
- Malfunctions pinpointed immediately, not possible with simple visual inspection
- Reliable estimation of expected remaining service life of consumables

Benefits
- Increases equipment reliability
- Reduces downtime costs
- Optimises equipment lifetime
- Increases the MTBF (Mean Time Between Failures)
Power Quality Audit
Optimise the reliability, efficiency and safety of your high quality power supply

A reliable, efficient and safe supply of electricity is essential to guarantee the productivity of your business. Despite the general quality of the electrical installation, electrical loads produce, disturbances and imbalance which can affect the normal operation of the equipment and cause unwanted disruptions (downtime).

Socomec offers the Power Quality Audit service which aims to check the availability of the power supply (continuity) and the quality of the voltage. The PQA provides a detailed report on any disturbances detected and advice on any operations which should be carried out promptly before any negative impact on the correct operation of the equipment is felt.

Key points
➢ The PQA checks:
  - Voltage drop
  - Reduction in power factor
  - Three-phase load unbalance
  - Harmonic distortion
  - Transitory current
➢ Comprehensive report with technical recommendations

Benefits
➢ Helps reduce equipment malfunction
➢ Optimises operating efficiency
➢ Extends equipment service life
➢ Improves system reliability
Energy efficiency: assessment
Audit, dimensioning, commissioning and maintenance of your energy efficiency solution

Socomec service experts can perform a complete ‘energy efficiency’ diagnosis of your installation, and thus identify the measuring points essential to achieving your goals. Following this, a Socomec engineer will set up the measurement instrumentation and maintain the complete system.

Key points
- Assessment of your installation
- Functional analysis and mapping of our proposed solution
- Assessment of requested equipment to be installed
- Assessment of the measurement plan
- Instrumentation commissioning
- Counting plan delivery
- System maintenance and follow-up

Benefits
- Cost savings
- Building increased value
On-site services

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Key points

- Audit & dimensioning of installation
- Commissioning of Cosys equipment
- Training
- Maintenance

Benefits

- Socomec support during whole lifecycle
- Significant energy cost savings
- Optimised equipment efficiency and lifetime

Your reactive energy consumption depends on the type and use of loads supplied by the network. Socomec experts are trained to perform the necessary procedures during the whole lifecycle of your electrical installation, from audit and dimensioning to maintenance of the COSYS equipment.
Insulation control*
A reliable network

Socomec service teams have a recognised experience in insulated IT earthing systems within different business sectors: distribution networks, remote-control industry and medical IT loads, etc. They can therefore propose a global solution for insulation audit, supervision and maintenance.

Key points
- Commissioning of ISOM solution
- Training in insulated IT earthing network
- Maintenance & control of your insulation
- Maintenance & insulation fault detection

Benefits
- A secure and reliable network adapted to your requirements
- Optimal continuity of service

* Service available only for France.
When you require high-quality uninterrupted electrical energy over a limited period (weeks or months), renting is the most economical answer for your short-term needs. The UPS RENT service is the perfect solution if you require maximum flexibility to manage electrical continuity over a limited period. Socomec advisors will help you identify the solution most suited to your needs, from the choice of protection and transportation, to the commissioning and removal of the equipment at the end of the contract. A real “turnkey” service to minimise your management and maintenance costs.

**Key points**
- Delivery in 24h
- Maximum flexibility
- Compliance with standards

**Benefits**
- All inclusive service (rental fee, transport, commissioning, decommissioning)
- Reduced investment
- Tax benefits
Socomec offers its manufacturing expertise in the field of design and implementation for a reliable, safe and effective power facility in order to fully guarantee the productivity of your business... anytime and anywhere.

**Key points**

- Audits of preliminary installations
- Functional analysis of your solution
- Recommendations for implementation
- On-site commissioning and tests
- Tracking system implemented in the first weeks of operation

**Benefits**

- All-in-one solution
- Single point of contact
- Manufacturer expertise
- Faster time to market
Technical training
Certified manufacturer training programme

Socomec specialists can help you gain the necessary skills to operate your equipment efficiently, so increasing its availability. Socomec technical training courses can take place either at your premises or at Socomec’s training centre.

Key points

- Hands-on training
- Either at Socomec’s training centre or at customer’s site
- Open discussions and participants’ feedback
- Many types of configurations covered
- Real-case simulations based on customer’s actual installation
- Experienced ‘field-tested’ trainers

Benefits

- Autonomy to manage routine operations
- Alarm procedures awareness
- Safer operation and maintenance
- Always up to date with latest technologies