

# Delivering Total Power Solutions

Uninterruptible Power Supplies

Static Transfer Switches

Diesel Generators

Low Voltage Switchgear

Preventative & Responsive  
UPS Maintenance Agreements



## Service and solutions that deliver value

**Any organisation that has invested in a UPS as part of its critical infrastructure understands how vital this equipment is to business operations.**

Having complete confidence in your UPS device also means having complete confidence in the team who install and maintain it.

Since Constant Power Services began trading in the late 1980s, customers have repeatedly trusted us to take care of the power protection infrastructure that supports their critical data. So much so that we have clients who have been with us for over 25 years.

Through our specialist technical knowledge, dedicated service delivery and our status as part of the Riello Elettronica Group, we have established our credibility as one of the

most competitive and reliable turnkey UPS solutions providers in the UK. We are here to provide guidance, advice, support and give you the confidence that your UPS and critical infrastructure is safe in our hands.

Constant Power Services has worked extensively towards providing a total power solution having installed numerous generator and UPS packages complete with associated switchboards for distribution and auto changeover facilities. Constant Power Services has also consolidated its position as a major UPS supplier to Hospital and Healthcare authorities.

*“Whether they’re specifying a new system, training our staff or providing maintenance, we know from experience that they will go the extra mile and this is why we continue to work with them year after year.”*

Huw Llewellyn, Head of Property,  
Admiral Insurance



## Our commitment to our customers

**At Constant Power Services, we take pride in our closeness to our customers – some of whom have been working with us for more than 25 years.**

These long-standing relationships set us apart from the competition and highlight our ongoing commitment to a 'customer-first' approach.

Whatever the size and scope of the project, all customers are offered a professional project management service, whereby a dedicated contact is assigned to the job from the outset. This reassures customers that they know who they are dealing with and enables our technical team to gain a thorough understanding of the requirements before a solution is proposed.

Site work is managed by our own contract engineering team who are trained in all aspects of UPS installation and delivery, and who are highly experienced at coordinating with other parties, such as contractors, consultants and facilities managers, to deliver projects on time and to budget.

### OUR CUSTOMERS INCLUDE:

- **Banking and finance institutions**
- **Data and call centres**
- **Public services and utilities**
- **NHS and private healthcare**
- **Colleges and universities**
- **Air and road traffic control**
- **Railways and underground networks**
- **Industrial applications**
- **Government and defence**
- **Telecoms and broadcasting**
- **Tunnels and toll roads**





## Specialist technical knowledge

**As part of the Riello Elettronica Group, we specialise in delivering and supporting the Riello UPS product range which is renowned across the world for its reliability, efficiency and competitiveness.**

Our unique OEM relationship means that, unlike other UPS solution providers, we only offer products that we know we can deliver and support throughout their entire lifecycle.

This in-depth technical knowledge of the Riello UPS product portfolio enables us to deliver a premium service which offers high first time fix rates on maintenance contracts and guidance on product compatibility with any existing power protection equipment that is already in use.



**riello**  
elettronica

“They work to a four hour response time and are really proactive and reliable when it comes to repairs and maintenance. Their workmanship, support and customer service is second to none and we would not hesitate in recommending them.”

Paul Parry, Maintenance Manager,  
Midland Expressway Limited



## Dedicated to doing a great job

**While nobody likes to think of the worst happening, being prepared is vital to ensuring business continuity in the event of the unthinkable arising.**

Our maintenance agreements provide customers with peace of mind by ensuring the optimum performance of equipment through regular servicing and a fast response to emergency call-outs.

The service teams that support these contracts operate from our head office in Hertfordshire and remotely throughout the UK, enabling us to respond quickly and efficiently to service related call outs and sales enquiries.

The Hertfordshire site is also home to a large warehousing facility which holds stocks of up to 400kVA UPS units and spare parts. Stock and spares are also available from our extensive network of service engineers and hubs which cover the whole UK and Eire – giving us unrivalled access to spares and UPS stock.

### MAINTENANCE AGREEMENT BENEFITS LIST

- **Rapid response call-out for emergencies**
- **24-7 service availability**
- **Full parts and labour cover**
- **Preventative maintenance visits**
- **Trained technicians, factory tested parts**
- **Fully customisable cover**
- **Riello Connect remote monitoring and diagnosis**
- **Fixed upfront cost, nothing hidden**
- **Peace of mind throughout product lifetime**







## Services

### SOFTWARE AND ACCESSORIES

Constant Power Services are able to offer you a range of ethernet and Modbus interfaces including Environmental sensors and Riello Connect.

As a subsidiary of the Riello Elettronica Group, we are able to offer our customers Riello Connect, a remote monitoring service designed to increase resilience and reduce downtime of your mission critical equipment.

Riello Connect offers the invaluable peace of mind that comes from knowing the performance of your Riello UPS and battery systems are being continually monitored by our technical specialists.

### FACTORY WITNESS TESTING

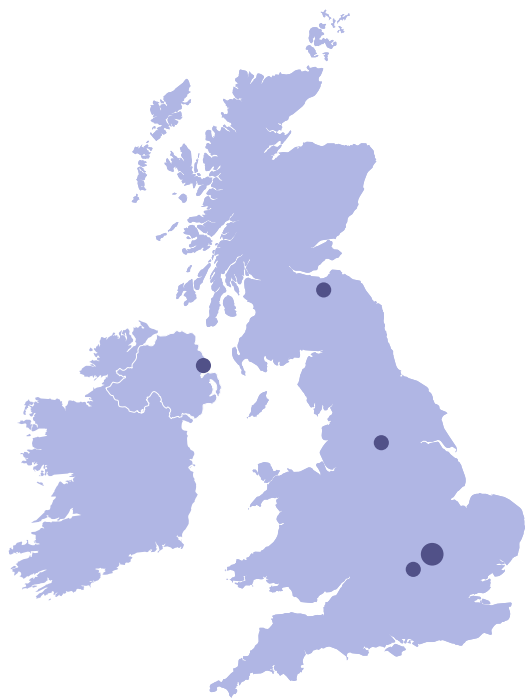
With test facilities at our manufacturing plant in Italy and in our Head office in Letchworth we are able to test the UPS and demonstrate its functionality. A complete package including travel and accommodation can be tailored to your specific requirements. We are happy to discuss any additional tests you feel are required, prior to the dispatch and installation of the UPS on your site.

### BATTERY REPLACEMENTS AND UPGRADES

Replacement battery installations are based on "like for like" products or on a load-specific battery calculated to be more cost effective or space efficient – depending on your priorities.

We have close working relationships with several battery suppliers which means we are able to offer customers highly competitive prices on almost all battery blocks. Battery upgrades and replacements can be used in existing enclosures and racks or installed in new units.

**Constant Power Services**  
**Service Technicians**  
Sixteen Directly Employed



## **Constant Power Services** **Stock Hubs** Six Service Stock Hubs

### **SITE SURVEYING**

Constant Power Services are able to offer an inspection to advise on the suitability of an installation and to provide guidance in identifying if the UPS and the system are operating to their best capabilities.

This service is useful if you are considering increasing your UPS backup, or perhaps have taken over premises with a UPS in situ.

### **HEALTHCHECKS**

Constant Power Services provide a HealthCheck service for any Riello UPS product, to assess the UPS for inclusion on a maintenance agreement or simply to return it back to a fully operational condition.

You may not have purchased a maintenance agreement at the time of purchasing your UPS so a HealthCheck is a good option to check the installation and running of the UPS. If you then choose to have a Service Agreement after the HealthCheck, the visit is completely free.

### **LOAD BANK TESTING**

Your business may require a complete system inspection, in which case Constant Power Services can offer site load testing to help identify potential areas for concern, whilst under controlled test conditions.

Our skilled technicians can identify quickly if the UPS is correctly connected and/or capable of supporting a critical load. We can also complete load bank testing as part of a factory witness test.

### **PROJECT MANAGEMENT**

Our dedicated projects team look after the transition period from point of order to site handover. From equipment location, site access, specialist positioning as well as environmental limitations which we carefully plan to suit your project programme and your budget.

Our specialist team has in excess of 30 years, UPS project management experience, which we provide to our customers to ensure that all aspects are considered when purchasing a UPS.

### **MAINS MONITORING (FLUKE METERING)**

Constant Power services are able to provide information on site conditions utilising their metering equipment. This service can be used to: look at specific circuits or equipment, investigate power issues or for monitoring load levels over a duration so that a more informed decision can be made about the size of UPS required.

### **THERMAL IMAGING**

Thermal imaging highlights any anomalies, for example, if one battery is hotter or colder than the others it shows there is a potential problem.

Normally hot spots show a weak battery cell that may still be at the correct voltage, so would never normally be found. Imaging will highlight loose or poor connections, giving you an insight into the running of your system.





Constant Power Services  
Riello House, Works Road,  
Letchworth, Herts SG6 1AZ

Tel: 0330 123 0125

Fax: 01462 422 754

[sales@constantpowerservices.com](mailto:sales@constantpowerservices.com)  
[service@constantpowerservices.com](mailto:service@constantpowerservices.com)

Constant Power Services Ltd is certified ISO9001, ISO14001 & OHSAS18001  
Constant Power Services Ltd is a wholly owned subsidiary of Riello Elettronica, Italy

constant  
power services