



## SERVICE AND MAINTENANCE

Delivering total power solutions 24/7/365

### 30 Years Industry Experience

Constant Power Services have over 30 years of industry experience and providing a solution, project management and after service are all a part of the package and we pride ourselves on the fact that you are not just purchasing a UPS but a complete solution.

### Direct support from Riello Elettronica

As part of the Riello Elettronica group and Riello UPS (Italy) we have the service and support from the manufacturer at our disposal with technical drawings and engineers on hand to discuss power supply issues and UPS suitability. Maintaining the "what do you as a customer require" vs "what is the latest trend or product" can be difficult because the latest trend may not suit your installation or actual back up requirement.

### Can you afford not to...

Think of the consequences of not maintaining and servicing your UPS system, can you afford the down time from a momentary loss of power? The financial losses and loss of data can have a massive impact. Constant Power Services take into consideration your working hours, possible

downtime required and whether we are installing a new UPS system or replacing an existing system this can be done with minimum disruption to your business.

### Constant Power Services - Just do certainty

Having complete confidence in your UPS system also means having confidence in the team who install and maintain it. Through our specialist technical knowledge 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.

Constant Power Services provides first class service technicians during the installation and maintenance of your UPS, our team are qualified and comply with the IEE regulations, 17th edition.

## SOLUTIONS WE OFFER



### Battery Services

Batteries can deteriorate over time and in fact if they are not looked after and are kept in bad environmental conditions they can fall over very quickly causing your business to incur downtime and possibly loss of data. Batteries have a design life based on optimum site conditions and an expected number of charge-discharge cycles.

As part of a preventative maintenance visit, an onsite discharge test is carried out to assess and report the performance of the battery set. However, if you do not have a service agreement, we can provide this service as part of a health check for a one off fee and subject to the service technicians availability.

Whether you wish to discuss battery replacements, book a service, a health check to ensure your batteries are working correctly or simply have a query concerning your batteries, Constant Power Services are on hand to provide advice either over the phone or in person.

Constant Power Services can also provide support and guidance with the planning and recalculation of load specific batteries, which can make them more cost effective and make a better use of the available floor space.



### Thermal Imaging

Thermal imaging highlights any anomalies. For example, if one battery is hotter or colder than the others thermal imaging 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.



### Site Surveying

This inspection will advise on the suitability of an installation and assess if the UPS and the systems 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 already in situ.

A site survey is a perfect way to have a second check on the installation of your existing UPS system prior to the take-up of a service agreement. Our trained and experienced technicians will check the MBS arrangement, the operating environment, the model and serial number to confirm spares holding and software revision etc.

If we are looking at the remedial works for battery replacements a site survey will entail checking the environment, access and confirm that there is a local battery isolator to enable the batteries to be replaced.



### 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 that you feel are required, prior to the dispatch and installation of the UPS on your site.





## Health checks

Constant Power Services provide a health check 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 health check is a good option to check the installation and running of the UPS. If you then choose to have a service agreement after the health check, the visit is completely free.



## 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 period of time so that a more informed decision can be made about the size of UPS required.

Constant Power Services will issue you with a report based on the logged details and can tailor the report to your requirements.

This report can show the following:

1. Voltage L-N, N-E
2. Current L & N
3. Voltage Harmonics
4. Current Harmonics
5. kW/kVA/p.f Power



## 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.



## Support

We pride ourselves on the support and service we provide to all our customers. From point of enquiry, through to purchase and after sales, our team will treat your business or project as our own, providing guidance to ensure you are receiving the very best advice, service and care.

Telephone and maintenance support available 24/7/365.

The added benefits of selecting Constant Power Services as your UPS support partner:

- Stock hubs across the UK
- Our own team of service technicians
- Reduced mean time to repair
- Fantastic first time fix rate
- 24/7/365 support
- Tailored maintenance packages

## Why do I need a service package?

A UPS is your 'power insurance' so it makes good economic sense to have on-going service support. Having a maintenance agreement in place provides you or your client with the peace of mind by ensuring optimum performance of the UPS through regular servicing and fast response to emergency call outs.

Like any sophisticated equipment, a UPS system will only provide continued reliability with a program of regular maintenance. By subscribing to the all-inclusive service agreement, you can help eliminate problems that can eventually lead to catastrophic failure and financial losses.

You may not have purchased a maintenance agreement when you first purchased your product but that's ok, we can undertake a 'health check' visit to check the installation and running of the UPS.

### Essential Package

This package is essential to those who have a UPS less than 12 months old and within the warranty period\*. Offering 1 service visit at 11 months, Constant Power Services technicians can check the service log and system data to see if it is running correctly and provide you with a report detailing their findings.

However, if you want absolute peace of mind Constant Power Services can give your unit an essential check during the running in period.

*\*During the warranty period, parts are covered by the manufacturer assuming correct environment and temperature.*

## What's in your UPS service package?

### EMERGENCY RESPONSE TIME

	Premium	Professional	Ultimate
Best endeavour response	✓	✗	✗
24 hour (next working day) response	✗	✓	✗
4 hour response	✗	✗	✓

### MAINTENANCE PLAN COVERAGE

	Premium	Professional	Ultimate
The choice to include parts and/or labour	✓	✓	✓
2 service visits per annum by a factory trained engineer	✓	✓	✓
Support spares brought to site during routine services visits	✓	✓	✓
Spares holdings in various locations around the UK to achieve 1st-time fix	✓	✓	✓
Full written report and service schedule will be provided within 48 hours of completion, with any recommendations	✓	✓	✓
Comprehensive cover for parts* and labour	✗	✗	✓

*\*excluding Batteries, Transformers, Chokes, UPS and battery panels chassis. Subject to recommended routine maintenance.*