



Service Packages

UpTime Solutions can tailor any service package to fit your facilities specific needs. Below, please see our standard service offerings. You will notice that we offer service for Power Quality Systems, Diesel Generators and Computer Room AC systems. All of these perform a vital support role and the failure of any one of them can result in down time. We believe that traditional service companies for air conditioning and generators are not sensitive to the seriousness and importance of your facilities uptime. Please see the following:

Uninterruptible Power Supply (UPS) rotary or static. One to four **Preventative Maintenance (PM)** per year to include **Emergency Service** and travel time (**PMES**). Full service contracts are available to include parts and are priced based on system type and parts availability.

Battery maintenance, one to four Preventative Maintenance's per year for both sealed and wet cell systems.

Computer Room A/C unit contracts to cover preventative maintenance, parts and emergency service. Typical contracts provide four PM's per year. Technicians are factory trained and certified to work on computer room AC units.

Diesel and Natural Gas Generator service providing preventative maintenance and emergency service to insure your generator is up to the task and always ready for operation.

Power Distribution Unit service providing preventative maintenance and emergency service.

Motor Generator system service to provide preventative maintenance and emergency service.

Load Banks to test the integrity of your system. Every year your complete power system should be tested. Load bank tests allows your systems to be tested at 100% load. If there is a weakness, it is exposed in a controlled environment rather than while your facility is on line. Load bank tests can be added to generator and UPS contracts and are highly recommended for critical sites.

Special Battery Program

Battery replacement contracts offer complete battery system replacement after five years (sealed batteries). The pro-rated battery manufacturers warranty provides replacement for bad cells until conclusion of contract term. This is typically rolled into the UPS service contract and eliminates problems where replacement batteries are not budgeted. This program provides for the removal and disposal of your old batteries and the installation of your new batteries. It also protects against inflation and rising battery costs. Many companies experience problems regarding a capital outlay for replacement batteries, especially if

adequate warning is not provided. This program guarantees your UPS stays reliable rather than limping along on an unreliable battery system.

Package discounts apply for multi-unit contracts. Please give us a call if you would like us to work up a contract for your systems. The quality of our performance is guaranteed. 804-780-3500.