



## **A Better Alternative for Service**

Yes, there actually is a better alternative to high priced UPS service offered by manufacturers. There is no written rule that the manufacturer must service their equipment and furthermore having manufactured the equipment does not make them the best and only source for service and support. UPS manufacturers enjoy their highest profits from service revenues supported by the myth that the manufacturer best services their equipment.

### **A Better Alternative:**

UpTime Solutions provides an excellent alternative to direct factory service. UpTime Solutions commitment to our customers relies on a simple formula where your **uptime** comes first and is paramount. Secondly, we believe in communicating with our customers rather than keeping them in the dark. This commitment is evident in our loyal customer base.

### **Experience and Dedication:**

UpTime Solutions/Tru-Power has been in operation since 1981 employing highly trained field technicians with experience far beyond the typical factory service person. Service is our primary business as compared to manufacturers who primarily are concerned with manufacturing. Our staff realizes that your satisfaction is paramount and the equipment we service is the lifeline of your business.

### **Unbiased Analysis:**

A conflict of interest is unavoidable when the manufacturer services their equipment. UpTime Solutions is not going to protect the reputation of the manufacturer and will not, in any way, disguise or downplay a problem or situation that may be damaging to the manufacturer. We make our recommendations based on experience and the evidence available. Often, the recommendations of the manufacturers are in their best interest, not yours.

Naturally, manufacturers are in the business of selling new systems. As a result, the cost to service older systems is often increased to encourage product sales and higher service revenues. This is great for the manufacturer however it may not be best for you. UpTime Solutions will give you an unbiased analysis of your system and only recommend newer systems when necessary.

### **Value:**

We all know the age-old adage, "you get what you pay for". This may be true most of the time however it is often exploited and used to generate high profits. UPS manufacturers typically enjoy over 30% profits on their service offerings. In fact, many manufacturers sell equipment at narrow margins knowing they will make it up many times through service revenues.

UpTime Solutions provides high quality service at very competitive rates. We do not have the high overhead of manufacturers and are more realistic about our expected profits. This results in lower cost service and disproves the age-old adage above. UpTime Solutions is so confident in our team that we offer our guarantee where your service contract fees are returned at a pro-rated basis if you are not satisfied with our work. You have nothing to lose and much to gain. Give us a call and we will tailor a service package for you. 804-780-3500

