

Maintenance contracts

for single and three-phase UPS



The Maintenance service contracts are entirely tailored around customers' needs, taking into account individual operating constraints, business activity and the unique level of criticality associated with specific applications.

A variety of contracts suitable for users have been developed to cover all needs: from a simple combined service, to a fully-inclusive package that includes the cost of labour and spare parts and delivers the quickest response time to site.

SERVICE DESCRIPTION	SILVER	GOLD	PLATINUM	PLATINUM+	EVOLUTION PACK ⁽²⁾
1 Annual preventive maintenance visit	•	•	•	•	•
Battery check	•	•	•	•	•
Battery care	○	○	○	○	○
Labour & mileage for corrective maintenance		•	•	•	•
Original spare parts			•	•	•
Power module as a spare (MODULYS XL)	○	○	○	○	
Power brick as a spare (DELPHYS XL)	○	○	○	○	
Hot-line availability	•	•	•	•	•
Emergency hot-line 24/7	○	○	○	•	•
Response time to site within next working day	•	•	•		
Response time to site within 6h ⁽¹⁾	○	○	○	•	•
Response time to site within 4h ⁽¹⁾	○	○	○	○	○
Preventive replacement of consumables (fans and capacitors, excluding batteries)	○	○	○	○	•
UPS remote monitoring (SoLink)					
Remote check-up + Proactive troubleshooting + Report	○	○	○	○	
Module hot-swap on-site within 24h ⁽¹⁾					•
1 complete power module replacement per 5-year period (excluding batterie modules)					•
Additional preventive maintenance visit	○	○	○	○	○
Out of hours preventive maintenance visit during night, week-end, bank holidays	○	○	○	○	○
Thermal imaging	○	○	○	○	○

•: included.

○: optional.

⁽¹⁾ Please check the service coverage in your area.

⁽²⁾ For MODULYS GP only.

Key points

- > Original spare parts
- > Expert engineers equipped with professional tools and software
- > Safety procedures

Benefits

- > Improves system availability
- > Optimises product lifespan
- > Guaranteed response time to site

Evolution pack summary for MODULYS GP

Evolution Pack delivers the most comprehensive service guarantee for MODULYS GP:

- > 5-year, fully inclusive package,
- > Permanent access to the latest technology,
- > Regular upgrades with complete module replacement,
- > Futureproof your system: eliminate end-of-life criticality