

Maintenance contracts

MODULYS modular UPS system

Operation

APPLI 718 A



IT and facility managers, having chosen a modular UPS system to protect their critical applications, are looking for extra services from the manufacturer to optimise their investment throughout the lifecycle of the product.

With REGULAR, PREMIUM and EVOLUTION PACK, Socomec offers unique maintenance contracts to take full advantage of the modular architecture of the UPS system: fast upgrading, cost predictability and no more "end-of-life criticality".

Evolution Pack summary

Evolution Pack delivers the most comprehensive service guarantee:

- > 5-year, fully inclusive package,
- > Permanent access to the latest technology,
- > Regular upgrades with complete module replacement,
- > Continuous system care and monitoring based on specific usage conditions.

Evolve with Socomec:

- > Control your costs: fixed price guaranteed over a 5-year period,
- > Maximise your investment: incorporate cutting edge technology for the ultimate energy efficiency,
- > Futureproof your system: eliminate end-of-life criticality.



New service features & key benefits

1 SoLink remote monitoring

- Alarm notification to the nearest Socomec Service Centre.
- Remote diagnostic and troubleshooting.
- Regular analysis reports.

2 Smart module management

- Fast hot-swap replacement.
- Load fully protected during maintenance.

3 Full power system upgrade

- Regular upgrades, with complete module replacement using the latest technology.



	SERVICE DESCRIPTION	REGULAR	PREMIUM	EVOLUTION PACK 5 years
1	UPS remote monitoring (SoLink) Remote check-up + Proactive troubleshooting + Report	•	•	•
2	Module shipment within 3 working days	•		
	Module hot-swap on-site within next working day		•	
	Module hot-swap on-site within 24h*			•
3	1 complete power module replacement per 5-year period (excluding batterie modules)			•
	1 Annual preventive maintenance visit	•	•	•
	Battery check	•	•	•
	Battery care	o	o	o
	Labour & mileage for corrective maintenance		•	•
	Original spare parts		•	•
	Hot-line availability	•	•	•
	Emergency hot-line 24/7	o	o	•
	Response time to site within next working day	•	•	
	Response time to site within 6h*	o	o	•
	Response time to site within 4h*	o	o	o
	Preventive replacement of consumables (fans and capacitors, excluding batteries)	o	•	•
	Additional preventive maintenance visit	o	o	o
	Out of hours preventive maintenance visit during night, week-end, bank holidays	o	o	o
	Thermal imaging	o	o	o

•: included.

o: optional.

* Please check the service coverage in your area.