



Critical POWER

Supplies ■ Projects ■ Support

On-site Services and Maintenance

Everything you need to know about our on-site services and maintenance management options



Power protection when & where it matters

Whatever your power protection needs and whatever sector you operate in (IT, Industrial, MOD, Marine, Retail, Telecoms or Health), Critical Power can ensure you and your business benefit from continued business continuity through a:

- **Comprehensive range of on-site services**
 - power protection, energy management and cooling, delivery to decommissioning and everything in between
- **Complete maintenance management plans**
 - bespoke packages and individual payment schedules to suit your specific needs, all carefully structured according to the level of business criticality you require

From the initial relationship, through to understanding your needs to the actual work itself, Critical Power work hard to get it right.

Delivery options for larger items:

- **Standard boxed** – delivered to your door using a standard courier service as single boxes, which are classed as within a one person-lift limit.
- **Standard palletised** – as above, but with multiple boxes secured to Euro Pallets (possibly banded and shrink-wrapped). In this instance, the delivery vehicle may be larger and you may be required to provide off-loading facilities, such as a fork lift to remove the pallets, unless a vehicle with a tail-lift is available or requested in advance.
- **Delivery, siting and positioning** – a premium service where Critical Power's logistics team deliver directly to your chosen location. All pallets and packaging can also be removed and recycled, if required, as part of this service.

The installation will also include:

- Certification of works and date carried out report
- Comprehensive installation drawing
- Relevant manuals in hard and soft copy

The result is a power protection installation which will offer the highest levels of availability (appropriate to your application), reliability and optimised performance.

Commissioning

This specialist service ensures newly installed equipment is powered up and operating correctly and to the manufacturer's exact specifications. Most power protection manufacturers insist that only their service engineers (or approved service partners like us) provide this service in order to guard against warranty infringements. It also has to be done by a qualified electrical contractor in order to meet regulations. You can be completely reassured by using us.

Our commissioning service includes:

- Engineer inspection of all the equipment and accessories supplied.
- Installation and connection of the battery set (if applicable).
- Comprehensive safety check.
- Configuration and set up the UPS (in accordance with the manufacturer's specifications and your exact requirements).
- Test of any bypass equipment.
- Performance of UPS discharge test (if applicable).
- Complete onsite training and handover.

Installation

Getting the equipment installation right is critical to ensuring its reliability, operation, lifetime costs, impact on upstream equipment and how long it will last. Whether it's low-voltage switchgear or output UPS and metering, we offer the knowledge, expertise and accreditation to make sure your system is ready to kick in, just when you need it.

With Critical Power, all electrical installations will follow recognised (and applicable) standards and procedures, ensuring that everything conforms to regulations. The impact on downstream equipment will also be minimised.

We are an experienced supplier, who don't charge the earth and offer real value for money.

On-site Services

Supplies

From power cables to 800kVA UPS (uninterruptible power supply), our wide product range means you can rely on a fast delivery service:

- **Easily ordered** – whether online or over the phone.
- **Various delivery options** – from 2-3 business days, to same day delivery (6am to 9pm), plus Saturday mornings and up to 4am on Sunday mornings.
- **Readily available popular products** – featuring out-of-the-box UPS up to 3kVA, through to supply and delivery of items including up to 800kVA UPS and generators.
- **Careful delivery of large-scale equipment** – they may be robust, but they require careful handling and transportation to ensure they arrive on-site, in perfect condition and at the right time.

Upgrade

Where to start when you are looking at upgrading equipment?

There is much to consider, but with the right support from an impartial expert like Critical Power, you will get unbiased advice, whether it's a full or partial UPS upgrade, in-warranty or out-of-warranty. Being manufacturer independent and accredited, we also have the ability to supply and support products and equipment from many of the leading market providers. The result is we will only recommend the right products to meet your requirements.

We also offer:

- **Dedicated upgrade service** – so you only have to deal with one supplier for all your needs, rather than several.
- **Time saving** – we do all the work, so you don't have to research all the different manufacturers.
- **Proven knowledge and expertise** – we make sure we fully understand your aims and only suggest products and solutions that will fit your requirements and ensure your upgrade achieves the value returns you expect.
- **Efficient install and commission** – all supported by additional services such as tailored on-going warranty, maintenance and service plans.

Repair

Knowing when something is worth repairing is sometimes difficult to determine.

The problem is you need to know this before you replace it or before you suffer hours of downtime and spend money on expensive repairs.

Critical Power's repair service offers:

- **Minimal downtime** (or none at all) when something breaks down.
- **On-site repair** – our engineers carry crash kits to enable them to repair most UPS brands, when possible on-site.
- **Off-site analysis and repair** – depending upon whether you have a built-in redundancy or a bypass installation, the broken equipment can be removed and taken to our UK centre to diagnose the problem from which you will be given all the information to decide whether it is worth repairing.
- **Complete testing and commissioning** – the ultimate reassurance once the repair has been completed and the equipment is functioning.

Decommissioning

Everything reaches the end of its working life at some point, but you want to be sure that when it does, its removal does not cause problems for you – or the environment. Requiring time and specialist expertise, decommissioning involves understanding the whole facility to ensure it does not cause problems for people, other on-site equipment or elsewhere.

There are many dismantling, disposing and recycling electrical equipment regulations to follow and they must be stringently adhered to. Critical Power are accredited, approved and certified to decommission electrical equipment for power protection, energy management and cooling systems. Our fully project managed process means we can help you liquidate assets (if applicable) against the cost of new equipment or to offset the cost of your demolition / decommission.

Repair

The key is to make it routine and regular.

The problem is you need to know this before you replace it or before you suffer hours of downtime and spend money on expensive repairs.

Why?

- Ensures equipment is in the best possible condition
- Prolongs its working life (to achieve maximum payback)
- Prevents problems before they result in a complete breakdown
- Avoids unnecessary downtime
- Saves time and costs

Specialising in all aspects of UPS service and maintenance cover, Critical Power can offer proactive, preventative maintenance and reactive emergency call out options. From a single repair to 24/7 third-party management of the support contract you have with manufacturers and suppliers; we can help construct and/or acquire a maintenance plan specifically for your installation, budget and response time requirements. Offering guaranteed response times of 4, 8 or 12 working hours and out of hours if needed, our nationwide service engineer network (including Northern Ireland) are all factory-trained, qualified and accredited to provide expert and certified repair, maintenance and support for the leading brands.

So, a managed service, either within a structured package or specifically tailored for those whose needs fall outside of these specifications, ensures complete peace of mind.

Every Critical Power customer has access to our 24/7 telephone support hotline – for the lifetime of the product/s you purchase from us, irrespective of the length of the manufacturer's warranty.

Maintenance Plans

Parts only				
Preventative maintenance				
Remote monitoring 24/7ww				
Firmware upgrades				
Emergency response				
Labour (included)				
Parts (included)			✓	
Monthly event / status report				
Onsite crash kit				
Response time	N/A			
Silver plans	Lite	Standard	Plus	
Preventative maintenance	✓	✓	✓	
Remote monitoring 24/7	✓	✓	✓	
Firmware upgrades	✓	✓	✓	
Emergency response	✓	✓	✓	
Labour (included)		✓	✓	
Parts (included)			✓	
Monthly event / status report			✓	
Onsite crash kit				
Response time	12 working hours			
Gold plans	Lite	Standard	Plus	
Preventative maintenance	✓	✓	✓	
Remote monitoring 24/7	✓	✓	✓	
Firmware upgrades	✓	✓	✓	
Emergency response	✓	✓	✓	
Labour (included)		✓	✓	
Parts (included)			✓	
Monthly event / status report			✓	
Onsite crash kit				
Response time	8 working hours			
Platinum plans	Lite	Standard	Plus	Premium
Preventative maintenance	✓	✓	✓	✓
Remote monitoring 24/7	✓	✓	✓	✓
Firmware upgrades		✓	✓	✓
Emergency response	✓	✓	✓	✓
Labour (included)		✓	✓	✓
Parts (included)			✓	✓
Monthly event / status report			✓	✓
Onsite crash kit				✓
Response time	4 clock hours			

Preventative maintenance plans include:

- Access to round-the-clock technical support to help deal with alarm conditions, answer questions regarding operation and system design.
- Typically, an annual preventative maintenance visit will include:
 - Checks on the equipment condition, including dust, dirt, signs of wear and tear, battery leakage, cables, connectors, plugs etc.
 - Environmental checks to ensure your system is not being compromised by avoidable hazards such as dampness, chemical leakage, temperature etc.
 - Electrical and mechanical testing of all functionality.
 - History review of the equipment, including comparing findings to spot any anomalies that should be flagged up.
 - Testing and checking bypass and batteries.
 - Utilising diagnostic software to carry out further in-depth testing.
 - Ensuring software is up-to-date and current.
 - Full findings report, recording all the measurements and data, highlighting any potential problems, action points and recommendations for further investigation.

Emergency call out plans include:

- Access to a UK wide team of specialist engineers (including Northern Ireland).
- Rapid on-site response in accordance with the chosen service level.
- This can also include 24/7 remote monitoring from our dedicated service centre to enable immediate notification of alarm conditions, problems, incident diagnostics.
- Despatch of a certified service engineer to site, when required.
- Potentially include text alerts to up to five mobile phone numbers, including our own 24/7 service number, so that we can immediately provide assistance.

Fixed cost maintenance pricing

Offering the guarantee that your system is being kept in top condition, this approach means you will know exactly how much it costs each month, so there are no hidden surprises or shocking repair bills. Being convenient, it also means you do not have to raise paperwork in an emergency and you are not waiting around for visits to be scheduled or for parts to arrive.

Battery maintenance

UPS batteries are the primary consumable and these, alongside starter batteries in generators, all need to be checked and maintained in peak condition. One failed battery could bring down a whole UPS battery string. Critical Power provides battery maintenance as either a stand-alone service or as part of a preventative maintenance solution, alongside battery testing, replacement and disposal services.

BACS (Battery Analysis and Care System) battery monitoring

Working with our German partner – GENEREX – we are able to monitor UPS batteries at an individual cell level; something that has not traditionally been possible. Historically, monitoring of UPS battery charge voltage was only possible across whole strings and if it was shown to be weak, it required an engineer and many man-hours of analysing each battery to find the one (or more) that were about to fail. Where battery failure has been one of the primary causes of UPS breakdown in the past, with BACS battery monitoring, this is no longer the case.

Diverse field estate management

Few customer sites, where power protection plays a critical role, are comprised of equipment and solutions from one supplier. The realities are there are likely to be many different suppliers and managing these relationships can become time-consuming and fraught with difficulty.

At Critical Power, we can deal with these multiple suppliers to save a great deal of time and effort. Acting as a pivotal hub, through which communication can be received, acknowledged and actioned, we offer a centralised solution.

Remote monitoring

Offering UPS and other power protection equipment visibility remotely from an offsite location via software and specialist equipment enables alerts (such as alarms and messages) to be received and immediately responded to by engineers. The system also allows them to remotely interrogate and/or initiate a course of action, such as a controlled shutdown of connected loads or a switch to bypass supplies, should either become necessary.

On-site crash kits

When something goes wrong, it's good to know that what you need is close to hand. UPS crash kits are held within our supply chain and can be accessed quickly through our network of specialist engineers as part of our managed maintenance service. They can also be purchased and held onsite, so that they are even more accessible.

Fault call logging and progress updates

This is critical for anyone tasked with managing and operating power protection and UPS systems. Whether through a remote fault logging system through your UPS system's monitoring software or coming through directly, you need to be sure that communications are getting through. Our systems ensure an end-to-end logging, tracking and progress update service – all the way from initial call right up to when the problem is solved.

Online portal for maintenance

The quickest way to access information and the latest system maintenance updates is through the internet. Our user-friendly online customer portal, gives access to:

- Maintenance reports about your UPS and batteries.
- The latest update reports about your system.
- Access to electronic worksheets.
- Your specific contract and account details.
- Quote and order details, including order history.
- Dates for scheduled visits and contract renewals (the system will also send a message to alert you to imminent renewal dates).
- You can send service visit requests by email.

Project management: Taking the hassle away

The complexities of power protection projects can mean you have to deal with several suppliers at once, need to use unfamiliar industry jargon and have limited idea on what is a realistic timescale. This is where our experienced project management services can step in by supporting the whole process and liaising with suppliers, so you only have to deal with us.

Offering Turnkey solutions

What do we mean by turnkey? At Critical Power, it is about taking the time to truly understand your power protection needs. Ensuring you have the right uninterruptable power supply (UPS) solution for your business, so you don't have to worry. Giving you the assurance of business continuity, with a system that kicks in, just when you need it.

Our range of services is deliberately designed to allow you to use either the full power solutions package or select the services required. From simply supplying a generator or one component, right the way through to completing site surveys and managing the whole project through to fruition – we are happy to operate to any level of support required and are practiced at getting things right, first time.



Our project management services include:

- Power continuity planning & design
- Site surveys
- UPS health checks
- Battery testing & replacement
- Hire and rental
- Factory witness testing
- Logistics, location & relocation
- Installation & commissioning
- Maintenance & monitoring plans
- Inspection, repair & upgrade
- Warranties & extensions
- Removal & recycling

Why use Critical Power Supplies for your UPS on-site services and maintenance?

- **Logistics and delivery** – options to suit needs and budget and products arrive as expected and in perfect condition.
- **Installation and commissioning** – we get it right, first time, with the experience to deliver.
- **Maintenance** – proactive and preventative maintenance and emergency call outs to make things simpler for you and bring you peace of mind.
- **Upgrade and repair** – impartial advice to tell you honestly the best option (whether to repair or replace) and potentially save you money.
- **Decommissioning** – ensure it's done properly, in accordance with required laws and with minimal disruption, while potentially liquidating assets.
- **Battery maintenance and monitoring** – our cell-level UPS battery monitoring service increases system availability, offers peace of mind and delivers long-term savings.
- **Diversified field management** – managing everything for you, so you only have to deal with us.
- **Remote monitoring** – reduces downtime, offers ultimate control over your installation and massively helps minimise MTTR (meantime to repair).
- **On-site crash kits** – accelerates responses to provide the ultimate mission critical power protection.
- **Fault logging and online portal** – accessibility to essential information.

Critical POWER Supplies Ltd

Unit F | Howland Business Park

Thame | Oxon | OX9 3GQ

Call sales: **0800 978 8988**

24 hr service: **0845 519 3928**

Estore: **criticalpowersupplies.co.uk**

Email: **sales@criticalpowersupplies.co.uk**