



**S**o, you're looking for a maintenance agreement for your UPS. You may be tempted to treat it like a routine purchase - get 3 quotes and pick the lowest price. The result could be an agreement that gives inadequate coverage or extra coverage that you don't need. In fact some companies actually want to charge you an exorbitant fee to inspect your unit first.

Arm yourself with the facts. As you evaluate service providers, consider these points to help you choose a plan and the people best suited to protecting your system.

# 10 Things To Know Before Signing A Maintenance Agreement For Your UPS

**1.** Look for a cancellation policy that allows you to cancel with 30 days notice if you're not happy with the service. You should not be obligated to continue a relationship with provider that isn't meeting your expectations. If you prepaid the agreement it would be reasonable to expect a prorated refund.

**2.** Choose the contract service level based on the age of your UPS. Most basic packages cover 5 by 8 and exclude parts. If your unit is new it may not require parts for the first few years. This could save you 40 to 50% annually. You will also want to factor in your budget, risk and tolerance. If you are risk adverse, get the premium contract.

**3.** Insist that all replacement parts are new. Some companies may install used parts to keep their costs down.

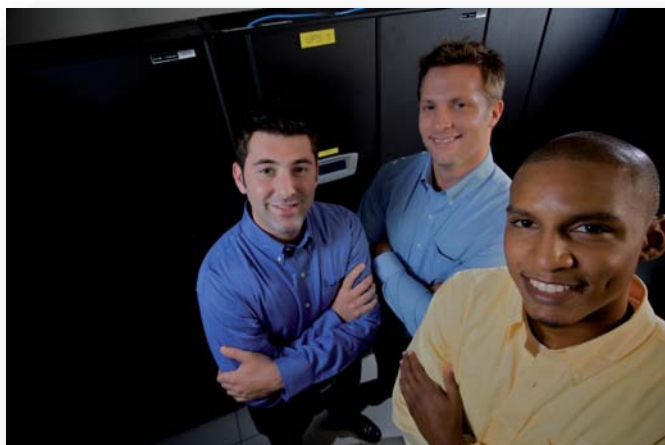
**4.** Demand a free on-site pre contract inspection. Some companies charge thousands of dollars to perform a pre-contract inspection while others will do it free in an effort to earn your business.

**5.** Demand an on-site, on time guarantee. Ask for free service if they are unable to fulfill their time commitment.

**6.** Insist on a clause in the agreement that guarantees your PM report arrives within a week of the maintenance date.

**7.** Read your fine print carefully. An all inclusive guarantee may only include replacement of failed components but not those identified as near failure.

**8.** Does your system have flooded batteries? Flooded batteries require quarterly maintenance, specialty test equipment, specialized protective gear and uniquely qualified and trained technicians. Some suppliers don't know this and are not trained or properly equipped to service flooded battery systems. As a critically important component in you emergency power system, batteries require even more attention than the UPS or DC plant. Properly conducted tests can usually predict failures before you find out the hard way.



**9.** If your company uses 48 Volt DC systems it would be beneficial to engage a UPS service provider that does both DC and UPS systems. Furthermore, if you have several different brands of UPS find a supplier that is cross trained on multiple brands. This way, one call looks after all your power supply problems.

**10.** Some UPS systems are modular, meaning that a module is replaced rather than a component if a failure occurs. See that your service provider stocks the most common modules for your UPS. This will greatly reduce the mean time to repair (MTTR).

A recent survey we conducted revealed that about 60% of respondents were dissatisfied with the competence and timeliness of service from their UPS service providers. Unfortunately technical expertise and customer service quality can only be measured through personal experiences after the agreement is in place. At PowerWave we pride ourselves in having provided many years of award inspiring technical services to a long list of satisfied customers. We'd like to add you to that list too.

If you have any questions about replacing or upgrading your UPS and maintenance agreements for virtually any make or model please contact us.

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