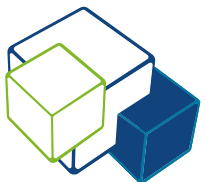




# Maintenance & Support Services

Optimised Availability  
UPS Systems PPM Schedule



**Workspace**  
Technology Limited  
Data Centre Solutions Expertly Engineered

[workspace-technology.com](http://workspace-technology.com)  
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## Support... Planned and Contracted Maintenance Services

To ensure that data centre or building services are always operating to their full potential Workspace Technology recommends the deployment of regular planned preventative maintenance programmes which are backed up with emergency callout for unplanned failures.

Workspace Technology engages specialist teams of service engineers operating throughout the UK. You can choose the level of service to match the business critically.



## Support Plan Options

**Standard** - Routine maintenance with access to our call-out service. All newly supplied products\* \*\*\* covered within warranty period.

**Premium** - As standard, but inclusive of callout charges when newly supplied equipment is within the warranty period.\*

**Comprehensive** - Provides full service including call-out charges and equipment replacement both in and out of warranty.\*\* \*\*\*

\* Equipment replacement costs when within their warranty period are inclusive. This excludes consumables, batteries and lamps/bulbs.

\*\* Excludes consumables, batteries and lamps/bulbs.

\*\*\* Excludes failures where the system has been damaged by users or third parties, or has a call out due to customer mis-operation. Damage due to poor quality water, fire, storm, flood or act of nature will be chargeable. Full details are in the contract terms and conditions.

Service	Standard	Premium	Comprehensive
Planned Preventative Maintenance Schedule	•	•	•
New Equipment 12 Month Warranty	•	•	•
Minor Adjustments During Service Visits	•	•	•
Availability of Technicians 24x7x365	•	•	•
Engineers' Call-out Charges		•	•
Variable Response Time Options		•	•
Out of Warranty Equipment Replacement			•



## UPS Full Maintenance Service

Frequency - Once Yearly

Item	Service Detail
1	Using a Fluke multi-meter, record the phase to phase and phase to neutral input voltages.
2	Perform a complete visual inspection of the equipment, including sub-assemblies, wiring harnesses, contacts, cables and major components.
3	Check all nuts, bolts, screws and connectors for tightness, torque settings and heat discoloration.
4	Inspect for broken, brittle, damaged or heat stressed components and cables.
5	Clean for any foreign material and dust from internal compartments.
6	Perform a status check of alarm circuits.
7	Check and adjust pre-set points as required.
8	Check firmware and update to current revision as required and install or perform manufacturers Engineering Field Modifications as necessary.
9	Perform an operational test of the system.
10	Investigate, diagnose & repair any faults identified during inspections.
11	Return the system to normal load and verify the output voltage. Calibrate as necessary.
12	Record all Input / Output voltages, KVA / KW, Amps, Percentage Utilisation for each phase.



### Internal Battery Maintenance Service

Item	Service Detail
1	Check integrity of battery mounting brackets and assemblies.
2	Visually inspect battery system for: Swelling, leaks, loose foreign objects, overheated or corroded cables and connectors, loose connections on batteries and appropriate product labels related to safety and warning hazards.
3	Clean and neutralise cell tops as required.
4	Verify integrity of all battery terminal connections.
5	Measure and record DC bus ripple voltage.
6	Measure and record total battery float voltage.
7	Record room ambient temperature.

### General Activities

Item	Service Detail
1	Complete Service / Maintenance Register for the system.
2	Review system performance and highlight any recommended actions to help improve operational reliability with customer and address any system questions.

## Notes on Service Schedule

All work mentioned in the schedule is carried out subject to Workspace Technology's Terms and Conditions of sale.

The audit schedules shown are based on a standard and will not be applicable to every installation for every item listed. Consequently each task has to be qualified by the term; 'if it is safe so to do', 'if applicable', 'if possible' and 'if appropriate'.

It is possible that your specific installation may have additional or specialised equipment not mentioned in this schedule. In that case, the specific equipment would be the subject of addenda to the main contract.

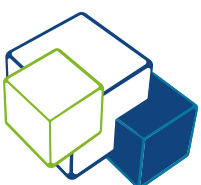
Tasks mentioned in the schedule may also be omitted if Workspace Technology's engineers or its appointed agents deem that it is unsafe to carry out that task or that it may jeopardise the security of electrical supply.



Interested in finding out more?

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