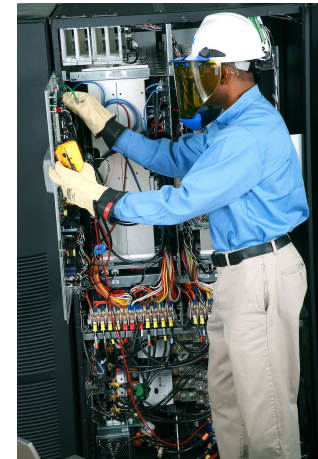


A Primer: UPS Service Options

Your *business model* is one of the key factors that should drive your choice of UPS equipment. Critical sites requiring 7x24x365 delivery of services demand a level of UPS product quality and system design that supports the availability that is required from any UPS protected equipment. With less critical sites, there is typically a greater tolerance for any risk of unplanned downtime. It is just as important that the choice of UPS service support partner aligns with the demands you have for system availability.

When considering the service support requirements of the UPS equipment on your site it is very important to remember that not all service providers are created equal. There are essentially 5 approaches to the fulfillment of your UPS service requirements:

1. **UPS manufacturer's internal service organization** – factory trained field technicians receive in-depth training specific to the UPS manufacturer products. Training on one manufacturer's line of UPS products does not qualify a factory trained and authorized service technician to work on any other manufacturer products.
2. **Potencia OEM-facilitated service contract provider** – operates in partnership with the UPS manufacturer's internal service organization to provide OEM-facilitated service support of UPS equipment on the customer site with factory trained field service technicians. This approach can present significant advantages (1) where there is a high level of system availability required from multiple UPSs from different manufacturer's, and (2) where the customer and manufacturer cannot come to agreement over service agreement terms and conditions.
3. **3rd Party independent service provider** – operates completely outside of the scope and support of the UPS manufacturer's internal service organization through persons who may or may not have had previous factory training on specific UPS manufacturer products.
4. **Self-maintenance** – if an organization has internal resources that possess sufficient electrical and safety skills it may make sense to perform self-maintenance. The self-maintenance approach to UPS servicing can be strong with regards to performance of routine maintenance on common wear related items such as batteries, fans, capacitors, and filters. It is still important that there be access to the UPS manufacturer's internal service organization for more critical repairs, upgrades, or routine maintenance that may be required to supplement a self-maintained UPS system. The use of manufacturer supplied spare parts kits can facilitate a self-maintenance approach to the maintenance of UPS systems.
5. **Time and material** – this approach can be appropriate in certain circumstances where there are no longer service support options available, i.e end-of-service-life products. This type of support is available to any customer, but can be very expensive for newer, more complex, multi-module or redundant UPS systems. Another down-side to the T&M service model is that there are typically no guarantees on response times to emergency service calls, which could leave you with an unplanned outage longer than you would like.



Regardless of the exact course of action you implement, an effective preventive maintenance plan will: (1) save time and money by minimizing business interruption and the costs of downtime, (2) enhance your overall return on investment by extending the lifespan of your critical UPS equipment. The following table outlines some of the strengths and relative weaknesses associated with these different approaches to UPS service and maintenance.

