



Uninterruptible Power Supply (UPS) Brief Description of Preventive Maintenance Standard Service Options

Full Service Contract

This first proposal is for a *Full Service Contract* that covers all labor, travel and PARTS necessary to maintain, repair and otherwise keep your UPS system in good working order. Coverage includes both the electrical components and batteries, but not battery replacement. Emergency service is provided 24x7x365 via our main telephone number (804-780-3500). Emergency calls in excess of six per year, or problems due to causes other than UPS failures, will be billed at our current Time & Material rates. Preventive maintenance visits will be scheduled by our service coordinator and performed during regular business hours 8:00 AM to 5:00 PM Monday through Friday.

Preventive Maintenance with Emergency Service

This proposal is for a *Preventive Maintenance and Emergency Service (PMES)* contract that covers all labor and travel necessary to maintain, repair and otherwise keep your UPS system in good working order. Coverage includes both the electrical components and batteries, but not battery replacement, as outlined in our contract. Emergency service is provided 24x7x365 via our main telephone number (804 -780-3500). Emergency calls in excess of six per year, or problems due to causes other than UPS failures, will be billed at our current Time & Material rates. Preventive maintenance visits will be scheduled by our service coordinator and performed during regular business hours 8:00 AM to 5:00 PM Monday through Friday.

Standard Preventive Maintenance Contract

This is our basic proposal to provide *Preventive Maintenance (PM)* of your UPS system, including batteries, to keep it in good working order. The contract includes priority service call status, but costs encountered for parts, emergency service, repair, or ancillary work will be billed at our current Time & Material rates. PM visits include servicing of the UPS electronics and batteries, as outlined in our contract.