



Comprehensive Service Agreement

Power On Australia Comprehensive Service Agreement provides essential services to minimise failure rate and unplanned downtime of your UPS assets.

Included in this agreement is a yearly preventive maintenance by a Power On Australia factory-trained and certified technician. Our Helpdesk operates 24/7 and is available to you should you ever need to contact us for any fault issues with your UPS. Priority onsite response is provided if a Power On Australia certified service technician is required on-site.

Should any replacement parts or technical services be required to fix a UPS fault, you do not have to worry about additional cost because spare parts and labour are covered!

Also, you'll receive Power On Australia discounted rates to help you save on cost, should you require batteries, lifecycle parts or customer-requested services.

Optional Add-ons

Upgrades such as 4 Hour Response Time², and after-hours preventive maintenance can be included to get the most out of your service agreement. Additional preventive maintenance visits can be purchased to supplement the service agreement.

UPS maintenance

| | |
|--|-------------|
| Preventive maintenance and inspection | Once yearly |
| System efficiency & optimisation | ● |
| Firmware & software updates ⁵ | ● |

Emergency response

| | |
|-----------------------------|-----------------------|
| Helpdesk ¹ | ● |
| On-site response time | Priority ⁴ |
| Dedicated spare parts stock | ● |

Commercial benefits*

| | |
|---|--------------------|
| UPS spare parts & labour ⁷ | ● |
| Batteries & battery- related services | Up to 20% discount |
| Lifecycle replacement parts & labour ³ | Up to 20% discount |

Technical support

| | |
|-------------------------|---|
| UPS operations training | ● |
|-------------------------|---|

Optional add-ons

| | |
|------------------------------------|---|
| After-hours preventive maintenance | ● |
| 4 Hour Response Time ² | ● |
| Additional preventive maintenance | ● |

● Included ● Price on request ● Not applicable

1. Helpdesk refers to Power On Australia's remote technical support service, available 24/7, to triage fault conditions over the phone
2. 4 Hour Response Time, refers to 24/7 support including public holidays, with a 4 hour response time to attend sites within the Service Locations
3. Lifecycle replacement refers to capacitors, filters and fans, that degrade with age and require a planned replacement to prevent faults
4. Priority Response Time, refers to 8/5 support, with a next-business-day response time to attend sites within the Service Location, excluding public holidays
5. Applicable to Power On Australia UPS only
6. Power On Australia's direct service customers receive discounted pricing applied on RRP
7. UPS spare parts & labour to repair of faults is included. Customer-requested labour or parts, and lifecycle part replacement is excluded



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Preventive Maintenance Scope of Work

Power On Australia's premium-level of coverage is called the Comprehensive Preventive Maintenance Agreement. This agreement provides a detailed maintenance of your UPS, consisting of a detailed electrical inspection, and holistic visual and environmental inspection.

The following is an outline of the general checks performed during a Preventive Maintenance of a UPS system by the Power On Australia field service technician. A number of the following checks are "subject to OEM support" which can only be performed by a Power On Australia certified technician equipped with Power On Australia software & tools and Power On Australia's intellectual property specific to Power On Australia manufactured products. Checks or processes may not be applicable to all equipment and models.

Visual Inspection

- Inspect printed circuit board connections for cleanliness
- Inspect power connections for signs of overheating
- Inspect sub-assemblies, bridges, and legs for signs of component defects or stress
- Inspect DC capacitors for signs of leakage
- Inspect AC capacitors for signs of leakage
- Check all software revisions are up to date*
- Inspect for, and perform as required, any open engineering changes*
- Check auxiliary items - battery packs, bypass switches and surge protection

Internal Operating Parameters

- Output current and phase balance on 3 phase units
- Rectifier current and balance on 3 phase units
- AC protection settings (if applicable)
- DC protection settings (if applicable)
- Input and output frequency and voltage bandwidth settings
- Verify DC filter capacitors
- Verify AC filter capacitors
- Power supply voltages (where practicable and available)
- Set clock date and time*
- Update firmware as required*
- Reset various software lifecycle alarms*

External Operating Parameters

- System input voltages (all phases)
- System input currents (all phases)
- DC charging voltages (float and equalise), record settings, adjust to nominal*
- Rectifier energisation and walk in
- Adjust all panel meters to measured values*
- System bypass voltages (all phases)
- Manual transfer test, verify uninterrupted transfer
- Outage simulation or internal battery testing and verification of charger current limit

OEM, means Original Equipment Manufacturer

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Environmental Parameters

UPS area ambient temperature and condition of ventilating equipment

General cleanliness of UPS power module

General cleanliness of UPS area

Inspect clean or recommend replacing all air filters as required

Clean control panel LCD screen

Battery Cabinet Checks

General appearance of battery system (all types)

General cleanliness of battery system area (all types)

Inspect cells for physical abnormalities

Visually inspect all DC connections for abnormalities

Battery system area ambient temperature and condition of ventilating equipment

Download and review measurements through battery management system**

Monitoring System Parameters

Alarm archive review and save

Alarm lamp test-local and remote

General

Customer Consultation

Verbal Recommendations

Complete the service report for records

General Observations

Following the Preventive Maintenance inspection, a written report will be provided

Detailing the results of the inspection, and making specific recommendations

Future remedial action, upgrades, or sparring, which will be subject to OEM support

Limitations of Service

The Preventive Maintenance Inspection described above does not include equipment repairs or spare parts

List of Comprehensive Service Agreements

The table on the following page lists the Power On Australia part-numbers necessary for specifying and ordering a Comprehensive Service Agreement. Other information that is necessary to setup an Power On Australia Service Agreement, include:

- (a) equipment details including serial number
- (b) customer contact details
- (c) end user & site contact details
- (d) site access details

Comprehensive Service Agreement

| Eaton UPS Model | Part Number, for Comprehensive Service Agreement |
|----------------------|--|
| SUB8kVA (all models) | SUB8COM1 PM1YR |
| 9SX | |
| 9SX R/T 15-20 kVA | 9SX20COM1 PM1YR |
| 93E | |
| 93E - 15-40kVA | 93E40COM1 PM1YR |
| 93E - 60-80kVA | 93E80COM1 PM1YR |
| 93E - 100-200kVA | 93E200COM1 PM1YR |
| 93E - 300-400 +kVA | 93E400COM1 PM1YR |
| 93PS | |
| 93PS 8-1 0Kva | 93PS10COM1 PM1YR |
| 93PS 11-20Kva | 93PS20COM1 PM1YR |
| 93PS 30-40kVA | 93PS40COM1 PM1YR |
| 93PM | |
| 93PM 50-1 00Kva | 93PM1 00COM1 PM1YR |
| 93PM 120-200Kva | 93PM200COM1 PM1YR |
| 93PR | |
| 93PR 25-50Kva | 93PR50COM1 PM1YR |
| 93PR 75-1 00Kva | 93PR1 00COM1 PM1YR |
| 93PR 125-150Kva | 93PR150COM1 PM1YR |
| 93PR 175-200Kva | 93PR200COM 1 PM 1YR |
| 93PRF | |
| 93PRF 60-1 50kVA | 93PRF180COM1 PM1YR |
| 93PRF 240-360kVA | 93PRF360COM 1 PM 1YR |
| 93PRF 420-600kVA | 93PRF600COM1 PM1YR |
| 9395P | |
| 9395P 225kVA -300kVA | 9395P300COM1 PM1YR |
| 9395P 600kVA | 9395P600COM1 PM1YR |
| 9395P 900kVA | 9395P900COM 1 PM 1YR |
| 9395P 1200kVA > | 9395P1200COM 1 PM 1YR |

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Optional Add-ons

After Hours PM¹ upgrade

The Comprehensive Service Agreement includes one annual Preventive Maintenance service, which is performed during Business Hours. Power On Australia Business Hours are Monday to Friday from 8am till 5pm, excluding public holidays.

The worktime for the annual Preventive Maintenance service can be upgraded to Afterhours type #1.

- **Business Hours** = Monday-Friday 8am-5pm, excluding public holidays
- **Afterhours #1** = Monday-Friday 5pm-12am, Saturday 8am-5pm, excluding public holidays

| Power On Australia UPS Model | After Hours PM upgrade |
|-----------------------------------|------------------------|
| All Power on Australia UPS models | AHCOMUP |

4 Hour Response Time upgrade

The Comprehensive Service Agreement includes Priority Response Time, which prioritises emergency support requests ahead of any other customer request involving an asset not covered by a Power On Australia service agreement. Typically, a registered request for priority response assures that an Power On Australia technician will attend site on the next-business-day during Business Hours.

The 4 Hour Response Time upgrade is Power On Australia's highest level of responsiveness, which is achieved by prioritising emergency support requests ahead of all other requests for Power On Australia support. A registered emergency request results in a Power On Australia technician arriving at site within 4 hours. This applies to sites within a Service Location. Additional travel time and expenses may be required to attend sites outside of the Service Locations.

Emergency labour and parts to repair faults is included in the Comprehensive Service Agreement. However, any customer-requested services (eg. Power On Australia standby during shutdown works) require an order to be issued to Power On Australia prior to site attendance.

| Power On Australia UPS Model | 4 Hour Response Time upgrade |
|-----------------------------------|------------------------------|
| All Power on Australia UPS models | AHCOM4HR |

Additional Preventive Maintenance (PM) upgrade

The Comprehensive Service Agreement includes 1 annual preventive maintenance visit per year. This is the standard Power On Australia recommended frequency for PM services, insofar as the environmental and operational parameters are compliant to the product requirements.

Additional preventive maintenance visits can be purchased and incorporated into your Service Agreement, for those customers requiring six-monthly or quarterly UPS maintenance. The part numbers for ordering an Additional Preventive Maintenance as an attachment to an existing service agreement are listed in the following table.

1. PM, means preventive maintenance

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| Eaton UPS Model | Additional Preventive Maintenance, during Business Hours |
|--------------------------------------|--|
| SUB8kVA (all models) | SUB800WOO |
| 9SX | |
| 9SX R/T 15-20 kVA | 9SX2000WOO |
| 93E | |
| 93E - 15-40kVA | 93E4000WOO |
| 93E - 60-80kVA | 93E8000WOO |
| 93E - 100-200kVA | 93E20000WOO |
| 93E - 300-400 +kVA | 93E40000WOO |
| 93PS | |
| 93PS 8-10Kva | 93PS1000WOO |
| 93PS 11-20Kva | 93PS2000WOO |
| 93PS 30-40kVA | 93PS4000WOO |
| 93PM | |
| 93PM 50-100Kva | 93PM10000WOO |
| 93PM 120-200Kva | 93PM20000WOO |
| 93PR | |
| 93PR 25-50Kva | 93PR5000WOO |
| 93PR 75-100Kva | 93PR10000WOO |
| 93PR 125-150Kva | 93PR15000WOO |
| 93PR 175-200Kva | 93PR20000WOO |
| 93PRF | |
| 93PRF 60-150kVA | 93PRF18000WOO |
| 93PRF 240-360kVA | 93PRF36000WOO |
| 93PRF 420-600kVA | 93PRF60000WOO |
| 9395P | |
| 9395P 225kVA -300kVA | 9395P30000WOO |
| 9395P 600kVA | 9395P60000WOO |
| 9395P 900kVA | 9395P90000WOO |
| 9395P 1200kVA > | 9395P120000WOO |
| Uplift of one-off PM to Afterhours#1 | AHIWOOUP |

Comprehensive Service Agreement

These assumptions, inclusions, exclusions, and Power On Australia & customer responsibilities apply, unless otherwise explicitly agreed with Power On Australia and specified in a contractually binding document such as an accepted Power On Australia quotation or active Service Agreement.

Assumptions, Inclusions and Exclusions

- The power system is fully installed and operating in an environment compliant to manufacturer specifications
- There are no electrical tasks requiring a certified electrical contractor (ie. Electrician), unless otherwise agreed
- Parts, batteries, consumables, and other materials are excluded, and shall be offered at discounted prices to customers with assets covered by an active Service Agreement
- Disposal of old batteries and materials is excluded
- Performance of services on equipment not supplied by Power On Australia is excluded
- Response Time is defined as the time period, starting when Power On Australia's Helpdesk determines a emergency site attendance is necessary, and ending when the technician arrives at the site - measured only for sites located inside a Power On Australia Service Location. A valid order is required for the emergency response to site

Power On Australia responsibilities

- Power On Australia staff shall work according to Power On Australia's safe work methods (SWMS) and Methods of Procedure (MOPs) unless otherwise agreed. Power On Australia staff shall abide to the site's WH&S rules
- All on-site services performed by Power On Australia employed technicians or Power On Australia approved service providers, that are Power On Australia factory-trained, Power On Australia certified, and backed by Power On Australia with all necessary parts, tools, software and intellectual property, specific to Power On Australia OEM products
- Power On Australia shall submit a Service Report to the customer after the completion of every on-site service visit
- Any materials agreed to be disposed by Power On Australia shall be shipped to a recycling centre
- Power On Australia staff and approved subcontractors shall abide to Power On Australia's Ethics Policy and Code of Conduct

Customer responsibilities

- The end user is responsible to maintain a safe workplace
- Prior to entering a Service Agreement and forming a contract, customer is to make known to Power On Australia all required tasks, documentation, unique site conditions and other issues and risks that might be unknown to Power On Australia, but can cause unforeseen costs, so that all matters may be discussed and mutually agreed for inclusion into the scope of the Service Agreement
- Customer is responsible to gain permissions to switch the UPS into external bypass mode, prior to the commencement of work
- Customer is responsible to gain permissions and provide passwords to enable Power On Australia to carry into the site all necessary tools and equipment, and for Power On Australia to utilise its software tools to connect to the UPS

Power On Australia's standard terms and conditions govern Power On Australia's services and take precedence over this document, and are published at www.poweronaustralia.com.au

1. PM, means preventive maintenance

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Power On Australia Service Locations and Service Areas in Australia and New Zealand

Our Service Locations cover all State & Territory capital cities, and cover additional Service Areas, across Australia and New Zealand. Should the site be located outside 60km from CBD of a Service Location or outside 20km from CBD of a Service Area, associated travel and accommodation costs are chargeable.



Get more support!

Improve the coverage for your power assets, speak to us about upgrading to Power On Australia's Comprehensive Service Agreement. Included in the agreement are:


- **Immediate spare parts availability**
Comprehensive coverage includes access to a dedicated, local, spare-parts stock, kept for urgent repairs only (crash kits)
- **Spare parts & labour**
No unexpected extra costs if ever a fault occurs, as Power On Australia provides the spare parts and labour to repair your power assets.



Power On Australia is a registered trademark. All other trademarks are property of their respective owners.

For more information, contact us at

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