



## In-warranty Service Plan

**Power On Australia In-warranty Service Plan** provides essential services to minimise failure rate and unplanned downtime of your UPS assets.

Included in this plan 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 on-site 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 or battery 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 any Power On Australia service.

### Optional add-ons

Upgrades such as 4 Hour Response Time<sup>2</sup>, and after-hours preventive maintenance can be included to get the most out of your service plan. Additional preventive maintenance visits can be purchase to supplement the service plan.

### UPS maintenance

Preventive maintenance and inspection	Once yearly
System efficiency & optimisation	●
Firmware & software updates <sup>5</sup>	●

### Emergency response

Helpdesk <sup>1</sup>	●
On-site response time	Priority <sup>4</sup>
Dedicated spare parts stock	●

### Commercial benefits\*

UPS spare parts & labour <sup>7</sup>	●
Batteries & battery- related services	●
Lifecycle replacement parts & labour <sup>3</sup>	●

### Technical support

UPS operations training	●
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### Optional add-ons

After-hours preventive maintenance	●
4 Hour Response Time <sup>2</sup>	●
Additional preventive maintenance	●

● Included ● Price on request ● Not applicable

1. Helpdesk refers to 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 parts 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

This service plan is not available for non-Power On Australia branded UPS.



# In-warranty Service Plan

## Preventive Maintenance Scope of Work

Power On Australia's level of services coverage during the Product Warranty period is called the In-warranty Preventive Maintenance Plan. This plan provides an on-line preventative maintenance of your UPS, consisting of an electrical inspection, and holistic visual and environmental inspection.

The following is an outline of the checks performed during an on-line UPS Preventive Maintenance. Some checks are "subject to OEM support" which can only be performed by a Power On Australian certified technician equipped with Power On Australian software & tools and Power On Australian's intellectual property.

### Visual Inspection

Check the UPS Monitor system parameters via control panel

Check all software revisions are up to date\*

Check auxiliary items - battery packs, bypass switches and surge protection

### 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 (Eaton Manufactured)

General appearance of Battery System (all types)

General cleanliness of Battery System area (all types)

Battery System area ambient temperature and condition of ventilating equipment

Download and review measurements through battery management system\*\*

Operate internal battery test only \*\*\*

### 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 toward

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

### Limitations of service

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

\* Subject to OEM Support \*\* Where applicable \*\*\* Subject to UPS load

# In-warranty Service Plan

UPS Model	Service Plan Part Number
SUB8kVA (all models)	SUB8IWOO
<b>9SX</b>	
9SX R/T 15-20 kVA	9SX20IWOO
<b>93E</b>	
93E - 15-40kVA	93E40IWOO
93E - 60-80kVA	93E80IWOO
93E - 100-200kVA	93E200IWOO
93E - 300-400 +kVA	93E400IWOO
<b>93PS</b>	
93PS 8-10Kva	3PS10IWOO
93PS 11-20Kva	93PS20IWOO
93PS 30-40kVA	93PS40IWOO
<b>93PM</b>	
93PM 50-100Kva	93PM100IWOO
93PM 120-200Kva	93PM200IWOO
<b>93PR</b>	
93PR 25-50Kva	93PR50IWOO
93PR 75-100Kva	93PR100IWOO
93PR 125-150Kva	93PR150IWOO
93PR 175-200Kva	93PR200IWOO
<b>93PRF</b>	
93PRF 60-180kVA	93PRF180IWOO
93PRF 240-360kVA	93PRF360IWOO
93PRF 420-600kVA	93PRF600IWOO
<b>9395P</b>	
9395P 225kVA -300kVA	9395P300IWOO
9395P 600kVA	9395P600IWOO
9395P 900kVA	9395P900IWOO
9395P 1200kVA >	9395P1200IWOO

# In-warranty Service Plan

## Optional Add-ons

### After Hours PM<sup>1</sup> upgrade

The In-warranty services plan includes one annual Preventive Maintenance service according to the forementioned scope-of-work, 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 In-warranty Services Plan 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 Plan. Typically, a registered request for priority response assures that a 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 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 In-warranty Service Plan. However, any customer-requested services (eg. Eaton 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 In-warranty Service Plan includes include 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 Plan, 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 plan are listed in the following table.

1. PM, means preventive maintenance

## In-warranty Service Plan

Eaton UPS Model	Additional Preventive Maintenance, during Business Hours
SUB8kVA (all models)	SUB800WOO
<b>9SX</b>	
9SX R/T 15-20 kVA	9SX2000WOO
<b>93E</b>	
93E - 15-40kVA	93E4000WOO
93E - 60-80kVA	93E8000WOO
93E - 100-200kVA	93E20000WOO
93E - 300-400 +kVA	93E40000WOO
<b>93PS</b>	
93PS 8-10Kva	93PS1000WOO
93PS 11-20Kva	93PS2000WOO
93PS 30-40kVA	93PS4000WOO
<b>93PM</b>	
93PM 50-100Kva	93PM10000WOO
93PM 120-200Kva	93PM20000WOO
<b>93PR</b>	
93PR 25-50Kva	93PR5000WOO
93PR 75-100Kva	93PR10000WOO
93PR 125-150Kva	93PR15000WOO
93PR 175-200Kva	93PR20000WOO
<b>93PRF</b>	
93PRF 60-180kVA	93PRF18000WOO
93PRF 240-360kVA	93PRF36000WOO
93PRF 420-600kVA	93PRF60000WOO
<b>9395P</b>	
9395P 225kVA -300kVA	9395P30000WOO
9395P 600kVA	9395P60000WOO
9395P 900kVA	9395P90000WOO
9395P 1200kVA >	9395P120000WOO
Uplift of one-off PM to Afterhours#1	AHIWOOUP

## In-warranty Service Plan

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 Plan.

### 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 Plan
- 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 the Helpdesk determines a emergency site attendance is necessary, and ending when the Power On Australia technician arrives at the site – measured only for sites located inside an 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 Plan 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 Plan
- 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](http://www.poweronaustralia.com.au)

1. PM, means preventive maintenance

# In-warranty Service Plan

## 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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