



Standard Service Agreement

Power On Australia Standard Service Agreement provides essential services to minimise failure rate and unplanned downtime of your UPS (AC or DC) assets.

Included in this agreement is a yearly preventive maintenance by a 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 technician is required on-site.

Should replacement of spare parts, battery and lifecycle parts be recommended, Power On Australia offers discounted rates to help you save on cost.

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.

Insofar as the environmental and operational conditions comply to the product requirements, Power On Australia recommends one preventive maintenance a year to ensure your UPS is functioning at full capacity. 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	●

Emergency response

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

Commercial benefits*

UPS spare parts & labour	Up to 20% discount ⁵
Batteries & battery- related services	Up to 20% discount
Lifecycle replacement parts & labour ³	Up to 20% discount

Technical support

UPS operations training	●
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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 remote technical support service, available 24/7, to triage fault conditions over the phone or email

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 Power On Australia direct service customers receive discounted pricing applied on RRP

* Applies to repair of faults. Customer-requested labour is chargeable



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Preventive Maintenance Scope of Work

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

The following is an outline of the general checks performed during a Preventive Maintenance of a UPS system by the field service technician. A number of the following checks are "subject to OEM support" which can only be performed by a certified technician equipped with relevant software & tools and intellectual property specific to the 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 DC 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 (Eaton Manufactured)

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 sparing, which will be subject to OEM support

Limitations of Service

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

* Subject to OEM Support.

** Where applicable. Checks or processes may not be applicable to all equipment and models.

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Optional Add-ons

After Hours PM upgrade

The Standard 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

4 Hour Response Time upgrade

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

The 4 Hour Response Time upgrade is Power On'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 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.

The Standard Service Agreement requires an order to be issued to Power On prior to site attendance.

Additional Preventive Maintenance (PM) upgrade

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

Additional preventive maintenance visits can be purchased and incorporated into your Service Agreement, for those customers requiring six-monthly or quarterly UPS maintenance.

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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 the Help desk 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 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 factory-trained, certified, and backed by Power On Australia with all necessary parts, tools, software and intellectual property, specific to the products being serviced
- 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 and will be disposed of in accordance with all relevant legislation and regulations.

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 on our website footer link.

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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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