



RIELLO ELETTRONICA  **riello ups**

RELIABLE POWER FOR  
A SUSTAINABLE WORLD

# UPS Maintenance

## Setting New Standards

### WHY DOES UPS MAINTENANCE MATTER?

Your uninterruptible power supply is a highly complex piece of electrical equipment; made using parts, components, and consumables that will age over time and potentially require replacing.

And even the most reliable UPS isn't completely infallible – faults and failures can and do happen.

It's at critical moments like this where you need rapid, reliable, and expert support to get you back online as quickly as possible.

A proactive approach to maintaining your UPS offers much more than simply reducing your risk of downtime.

It helps to ensure your unit is running as efficiently as possible; reducing both your power consumption and energy costs.

And it ensures you maximise your UPS's service life, which lowers the total cost of ownership and aids with budgeting.

### SERVICE LEVEL AGREEMENTS WITH SUBSTANCE

Riello UPS sets the industry standard for superior UPS maintenance and aftercare. We offer a range of bespoke plans tailored to your specific needs.

All our UPS maintenance plans follow these core principles:

- **Clarity:** 100% guaranteed response times, with no hidden charges or automated renewals
- **Custom:** bespoke support and UPS maintenance contracts tailored to our client's needs
- **Competence:** Australian based technical support, managed by factory trained service personnel
- **Coverage:** 24/7 Technician availability with spare parts and replacement UPS systems stocked nationwide

We cover equipment that's both inside and outside of its warranty period. And as well as supporting the full range of Riello UPS systems, we also offer the same levels of support for third-party manufactured products too.



DATACENTER



DIGITAL LIVING



E-MEDICAL



EMERGENCY



INDUSTRY



TRANSPORT

# Recommended Service Frequency

Identify the appropriate service frequency for your UPS

		Maintenance Frequency		
		Annual	Bi-Annual	Quarterly
iDIALOG (iDG)	0.4kVA - 10kVA	●		
NET POWER (NPW)		●		
VISION TOWER (VST)		●		
VISION RACK (VSR)		●		
VISION DUAL (VSD)		●		
SENTINEL PRO (SEP/SER)		●		
SENTINEL DUAL (SDH/SDU)		●		
SENTINEL TOWER (STW)		●		
SENTRYUM (S3T/S3M)	10kVA - 90kVA		●	
MULTI SENTRY (MST/MSM)			●	
MULTI POWER (MPW/MPX)			●	
MASTER MPS (MSM/MPT)			●	
MULTI SENTRY (MST)	100kVA - 1600kVA			●
MULTI POWER (MPW/MPX)				●
MASTER MPS (MPT)				●
MASTER HP (MHT)				●
NEXTENERGY (NXE)				●
MASTER HE (MHE)				●



# Maintenance Plans

## Doing things differently



### EMERGENCY RESPONSE TIMES YOU CAN COUNT ON

When downtime strikes and you have a fault that needs fixing; we offer a range of emergency response times to best suit your needs.

Our range of UPS maintenance plans commit to 100% guaranteed response times rather than responding on a 'best efforts basis'.

### TAILORED TO MEET YOUR SPECIFIC NEEDS

Response times categorised as **Working Hours** revolve around the typical working day (8:00am to 5:00pm Monday to Friday), with any incident requiring a response outside of those hours; such as over the weekend are likely to incur additional charges.

For mission-critical sites; support is available on a 24/7/365 basis, with a response inside of **4 Clock Hours** being typical.



**24-7 Technical Support:** our Australian based team is just a phone call away through a single dedicated helpline.



**Rapid Response:** 100% guaranteed emergency response times to suit your specific needs.



**UPS Servicing:** annual, bi-annual or quarterly Preventive Maintenance Visits performed by qualified Technicians.



**Contract Control:** unlike other providers, there are no automatic contract renewals – the choice is entirely yours.



**Software Updates:** firmware upgrades automatically installed during every annual service ensuring your system stays up-to-date.



**Clarity Over Consumables:** all replacement parts, including capacitors and fans are covered; even batteries when supported by a full comprehensive plan.



**Speedy Spare Parts:** with replacement parts stored in several locations across Australia and New Zealand; they can be onsite as quickly as possible.






**No Hidden Costs:** all labour costs associated with call-outs, repairs, battery replacements and preventative maintenance included at no additional cost when covered by a full comprehensive service plan.

*Please note while many of the above features are included as standard, some are applicable only with the comprehensive type of maintenance plans. Please enquire with the Riello service team for further details.*



# Maintenance Plan Inclusions

Coverage options to suit all requirements

Services	 <b>PMP</b> Preventative Maintenance Plan	 <b>CSP *Ex Batts*</b> Comprehensive UPS Care & Service Plan (Excludes Battery Coverage)	 <b>CSP</b> Comprehensive UPS Care & Service Plan (All-Inclusive)
<b>24 x 7 TECHNICAL SUPPORT</b> Access to a 24-hour helpline managed by senior Technicians and priority status when dispatching service calls	●	●	●
<b>MAINTENANCE VISIT(S)</b> Business hours or after hours service options at your preferred frequency	●	●	●
<b>DISCOUNTED PARTS</b> Discounted battery and spare parts pricing available exclusively to customers supported by a Riello Maintenance Plan (Not applicable for All-inclusive maintenance plans)	●	●	●
<b>GUARANTEED RESPONSE TIMES TO SITE</b> In the event of an emergency call-out an engineer will be onsite within 2, 4, 6 OR 8 hours, 24 hours a day, 7 days a week including public holidays	● (Given customers verbal or written approval for outside scope costs)	●	●
<b>REMEDIAL &amp; CALL-OUT LABOUR INCLUDED</b> Remedial support outside of routine maintenance as required		● (Excludes labour costs associated with battery related call-outs)	●
<b>UPS SYSTEM HARDWARE COVERED</b> Genuine manufacturers parts used on all repairs and hardware coverage; including full replacement with a like, equal or higher quality unit in the event of catastrophic failure		● (Hardware coverage exclusive of batteries)	●
<b>BATTERY COVERAGE INCLUDED</b> 100% parts coverage inclusive of batteries			●

## MAJOR Maintenance Scope

- Full function test, check of system settings and history/event logs
- Environmental check
- Internal and external clean where required
- A full mechanical check of the unit including inspection of all fans, semi-conductors and capacitors
- Firmware updates completed annually during Major maintenance visits
- Correct any faults noted
- Individual monobloc checks of terminations
- Individual monobloc float readings
- Discharge of battery using available load
- Report issued stating details of work conducted and any adjustments made

## MINOR Maintenance Scope

- Full function test, check of system settings and history/event logs
- Environmental check
- Inspection of all fans
- Correct any faults noted
- Individual monobloc checks of terminations
- Individual monobloc float readings
- Initiate a battery self-test
- Report issued stating details of work conducted and any adjustments made





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