

## Continual support for your Chloride three-phase products



Chloride North America's services plans are designed to provide life-long reliable operation of your UPS systems. A range of proven flexible service packages which can be tailored to virtually every specific customer requirement are available.

### **Comprehensive Maintenance Agreements** – Platinum, Gold & Silver Protection

Comprehensive Maintenance programs available from Chloride provide an extended warranty for your UPS and battery investment. Plans are available in three levels; each offering a different measure of coverage to fit your specific needs. An investment in this maintenance plan helps ensure system reliability and limits your cost of expensive repairs.

#### Comprehensive Maintenance Agreements include:

- Preventative Maintenance, Monday through Friday, during regular business hours
- Optional customer convenience off-hours preventative maintenance
- Emergency On-Call Dispatch Service for unscheduled maintenance and repair 24/7 with guaranteed response times available
- Travel, replacement parts, and labor are all included
- Comprehensive summary report of work performed along with any further actions recommended
- Optional LIFE.net remote factory monitoring service

### **Preventative Maintenance Agreements** Bronze Protection

Preventative Maintenance Agreements help you stay ahead of the game. These plans provide the essential maintenance your system requires. Corrective maintenance is chargeable, but at "contract-holder" discounted rates. The frequency of inspections can be tailored to your schedule, your budget, and your needs.

#### Preventative Maintenance Agreements include:

- UPS maintenance and validation
- Battery maintenance and validation
- System analysis
- Consultation resources
- Discounted labor and materials
- Priority emergency service
- Comprehensive summary report of work performed along with any further actions recommended

### **Emergency On-Call Dispatch Service**

Emergency On-Call Dispatch Service is a 24/7 emergency service option available on a time and material basis, with or without a contract. Chloride will dispatch emergency assistance immediately to respond to your critical situation.

This service is included at no additional cost in all Comprehensive Maintenance Plans.

For emergency assistance, contact us at (800) 388 4234.

#### **Other services**

- Load bank testing
- Battery replacements
- Operator training
- Connectivity services
- Spare parts kits
- Optional LIFE.net remote monitoring service
- Thermal imaging

Technical support	Platinum plan	Gold plan	Silver plan	Bronze plan
24/7 Technical support	•	•	•	•
24/7 Emergency dispatch (at no additional cost)	•	•	•	no

UPS electronics	Platinum plan	Gold plan	Silver plan	Bronze plan
24/7 Emergency services; parts & labor	•	•	•	discounted
Replacement of consumables (capacitors & fans)	•	•	discounted	discounted
24-Hour on-site response time	•	•	•	•
4-Hour on-site response time	optional	optional	optional	optional
Working hours preventive maintenance site visit	—	semi-annual	annual	semi-annual
24/7 Off-hours preventive maintenance site visit	semi-annual	optional	optional	optional

Battery	Platinum plan	Gold plan	Silver plan	Bronze plan
24/7 Emergency services; battery labor	•	discounted	discounted	discounted
24/7 Emergency services; battery materials	discounted	discounted	discounted	discounted
24-Hour on-site response time	•	•	•	•
4-Hour on-site response time	optional	optional	optional	optional
Working hours preventive maintenance site visit	—	semi-annual	annual	annual
24/7 Off-hours preventive maintenance site visit	semi-annual	optional	optional	optional

LIFE.Net remote monitoring	Platinum plan	Gold plan	Silver plan	Bronze plan
Hardware installation	•	•	optional	optional
Remote monitoring and diagnostics	•	•	optional	optional
Monthly status reports	•	•	optional	optional
Emergency notification	•	•	optional	optional
Emergency dispatch	•	•	optional	no

Other services	Platinum plan	Gold plan	Silver plan	Bronze plan
Installation of critical updates	•	•	•	discounted
Chloride connectivity warranty service	•	optional	optional	optional
Chloride connectivity installation service	•	optional	optional	optional
Load bank testing	optional	optional	optional	optional
On-site emergency spares	optional	optional	optional	optional
Thermal imaging infrared temperature scanning	optional	optional	optional	optional
Waveform analysis / transient monitoring	optional	optional	optional	optional

This company has a policy of continuous product development and improvement, and we therefore reserve the right to vary any information or specification without prior notice.  
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**Chloride North America**  
27944 North Bradley Road  
Libertyville, IL 60048  
USA

T 800 327 8801, 847 816 6000  
F 847 680 5124

[www.chloridepower.com/usa](http://www.chloridepower.com/usa)