

## Chloride North America



## Our commitment

Chloride is a world leader in providing protection for mission-critical systems and processes from the damaging effects of poor electrical power and power interruptions.

Our total solutions approach allows us to offer our customers a unique value proposition in the single-phase and three-phase UPS markets. We use a full range of products, tools, resources, and expertise to create a suite of application-appropriate power protection solutions across a customer's enterprise.

Our focus on quality, innovation, flexibility and reliability coupled with our integrity and respect for our customers make us the

supplier of choice for many leading organizations, in many different market sectors, worldwide.

Supported by our Center of Excellence based in Chicago, Illinois, we deliver total power protection solutions to our customers all over the Americas and Canada. Our exceptional technical knowledge, experience and customer service, combined with our presence in key markets, gives our customers peace of mind, wherever they are based.

An outstanding standard product portfolio provides a solid core to our value proposition but it is supported by understanding our customer's needs, leading technology, superior monitoring solutions, best-in-class service and technical expertise. The synergy between these foundational elements presents a powerful solutions offering in single-phase and three-phase markets.





## Customer needs assessment

Chloride has the ability and expertise to work with the customer and integrate our wide range of products to suit the most demanding power protection needs.

Chloride combines its excellent engineering resources and design skills with its highly regarded pre-sales support to determine the best solution to meet your specific requirements and budget. We are experts at ensuring systems are correctly designed.

By working closely with you, Chloride ensures that you get the flexibility and choice you deserve to achieve business continuity.

We have over 100 years of experience in power protection, giving us the knowledge and expertise needed to help customers prevent downtime.





## Our products and technology

Chloride has a complete range of products for all single-phase and three-phase applications. As the original equipment manufacturer and global leader, we ensure that our products provide superior operating performance.

Chloride uses the latest and best technology to create leading-edge products to ensure your business continuity. Our intensive research and development programs and design expertise mean that our customers can rest assured that they can rely on the most advanced and reliable technology to protect their critical loads.

This technology is evident in our portfolio of single-phase and three-phase products, consisting of:

- Single-phase and three-phase power conditioners
- On-line double conversion single-phase and three-phase UPSs
- Power conditioned line-interactive single-phase UPSs
- Communication Line Protectors





## Connectivity solutions

For Chloride, a total protection solution consists of more than just a UPS safeguard. This is especially true in a distributed system made up of many low and high power UPSs. A way to monitor and manage all your assets is necessary. Chloride provides connectivity solutions to manage and monitor a single or multiple UPSs spread over a wide geographical area.

A total solution involving low and high power products may normally mean a distributed UPS system. Sometimes this may involve hundreds of UPSs distributed in remote branch locations, in places located far from central technical expertise. Despite this, facilities and ICT teams still need to be able to manage their distributed and variable aging asset base.

Chloride works closely with customers to audit their distributed systems and propose a solution. Our connectivity specialists are

ready to help with the planning and installation of best practice solutions for both ICT and Facilities Management communities.

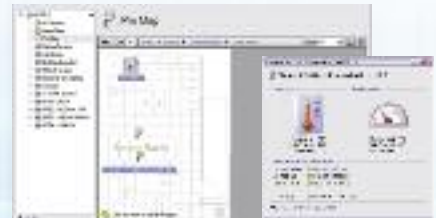
Chloride's connectivity portfolio, together with our connectivity specialists, has everything needed to successfully monitor and manage the status of remote UPS and allow the controlled shutdown of servers and systems without loss of data.

The network adapters and software provided work together or independently to

deliver simple solutions to complex requirements.

They offer several benefits:

- Messaging: immediate email notification of events that jeopardize power availability and business continuity
- Management: information for decision making—history of measures and events
- Shutdown: safe and controlled server shutdown on power or environment faults to protect data and equipment.



### LIFE.net, Chloride's 24/7 remote monitoring and diagnostics system

Designed to remotely monitor the operational status of your UPS and generator sets and trigger a 24/7 service response to any condition threatening power availability, giving you peace of mind that your critical power system is fully operational and your business is not at risk.

LIFE.net adds real value to subscribers by assisting in finding, fixing, and preventing problems effecting your critical power system before they become a problem to system availability.

### ManageUPS® NET Adapters hardware solutions

A simple yet versatile tool for managing UPS and critical infrastructure with complete management functionality; SNMP agents for UPS and Environment sensors, MODBUS services, WEB, Telnet, email event messaging, event/data logging and network shutdown controller for safe, staged shutdown of multiple computers powered by the UPS.

+E models include Environment Sensor for temperature, humidity and dry contact input to monitor status of upstream generator or other critical infrastructure.

+B models include MODBUS services for integration with facility BMS systems via MODBUS RTU or MODBUS TCP/IP.

### ManageUPS CIO software solutions

A central monitoring and asset management system for UPS and critical infrastructure distributed within a building, campus or wide area network environment.

Designed for simple implementation and fast relevance for facilities and IT operations or help desk managers, CIO is one system to cover all brands of UPSs in your network.

Multi-level pin-map lets you drop in floor plans or regional maps to organize your UPS by physical location.

Standard rule sets continuously watch for UPSs with phase imbalance, load out of tolerance, battery aging, recent on battery conditions and more.



## Service solutions

The sale of a product is not the end of our relationship with the customer. On the contrary, it is just the beginning. Our after-sale support team is available 24 hours a day, 7 days a week to provide technical assistance, maintenance, or service, if required, to ensure life-long, reliable operation of your product. Working with Chloride allows you to experience the difference that a dedicated support team provides.

By using Chloride to provide your UPS service, you can be sure that our dedicated, nationwide team will help minimize your exposure to the unpredictability of the power grid and its effect on the continuity of your business.

Whether it is our LIFE.net monitoring system that directly notifies Chloride service engineers of a problem with your UPS, or managing your service inventory of single-

phase UPS's, Chloride can provide custom programs and systems to minimize your costs and risks. Regular preventative maintenance visits, extended warranty, and battery replacement plans are all available to help ensure that your UPS and battery are ready to go to work when needed.

As a service-focused company, Chloride strives to provide flexible and superior services to meet customer needs. Our

extensive network of factory trained service engineers is available 24 / 7 / 365, to provide life-long service and support for your critical power systems. This team is backed up with an extensive inventory of spare parts and factory "know-how." Work with the Chloride team and feel the difference that their dedication makes to you.



Chloride's wide selection of services can be tailored to meet any customer's needs. Typical services include:

- Industry-leading technical support and customer service
- Start-up and commissioning
- Warranty and non-warranty UPS repair, depot or on-site
- Flexible maintenance plans, tailored to match customer's requirements
- Extended warranty plans
- LIFE.net monitoring and reporting
- Witness testing
- Battery sales, maintenance, replacement, and testing
- Management of customer's on-site spare parts
- Administration of service spares inventory
- Consultation, installation, and implementation of connectivity solutions
- Extensive emergency parts inventory
- Advance replacement program for pluggable UPSs
- Load bank testing



## Knowledge and expertise

By combining our wide product portfolio, our customer focus, our proven knowledge and expertise, industry-leading connectivity solutions and a unique service capability, Chloride has achieved a distinctive value proposition in a wide range of market sectors. As a result of this, together with our business partners, we are proud to have received several awards and to have many major international organizations as our customers.



Our total power protection solutions have been successfully implemented in a wide range of market sectors worldwide:



Protection of PoE (Power over Ethernet) systems - Telecom sector



Protection of ATMs (Automatic Teller Machines) - Finance sector



Protection of point of sale systems - Retail sector



Protection of small-medium size servers - all sectors



Protection of Medical Equipment - Medical sector



Protection of large data centers - all sectors

Chloride leading the way—Chloride is leading the way in best environmental practice. We are unique in being able to offer ALL of the following levels of environmental support:

- Accredited ISO 14001 Environmental Management System
- Product compliance with RoHS and WEEE standards
- High efficiency UPS products designed to make large savings on your energy bill
- Disposal of products and batteries at the end of their lives through licensed recycling contractor
- Ability to offer 'green' energy solutions such as fuel cell technology and flywheels
- First in Europe to sign the EU Code of Conduct on energy efficiency and quality of UPS systems
- Reduced energy wastage in the testing of large systems, through an innovative process to recover and recycle energy
- Proven supplier to international award winning 'Green' data centers
- Member of FTSE4Good Index designed to measure the performance of companies that meet globally recognized corporate responsibility standards
- Member of The Green Grid global consortium dedicated to advancing energy efficiency in data centers and business computing ecosystems



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# CHLORIDE

## Chloride offers service coverage, worldwide

Chloride's exceptional technical ability and customer service, combined with our presence in key territories, gives our customers peace of mind, wherever they are based.

Sales & service operations in:

Almaty, Kazakhstan  
Bangkok, Thailand  
Beijing, China  
Bologna, Italy  
Buenos Aires, Argentina

Chicago, USA  
Dubai, UAE  
Erlangen, Germany  
Ho Chi Minh City, Vietnam

Lisbon, Portugal  
Istanbul, Turkey  
Madrid, Spain  
Moscow, Russia

Paris, France  
Pune, India  
Sao Paulo, Brazil  
Shanghai, China

Singapore  
Southampton, UK  
Sydney, Australia  
Warsaw, Poland



### About Chloride Group PLC

Listed on the London Stock Exchange  
Operations in 80 countries  
Focused on secure power solutions  
Employs more than 1,500 people

Over 250 highly experienced, factory trained field technicians in Europe, 150 in North America, and a further 200 worldwide ensures a rapid local service response.