

# Upsonic Power UPS Systems

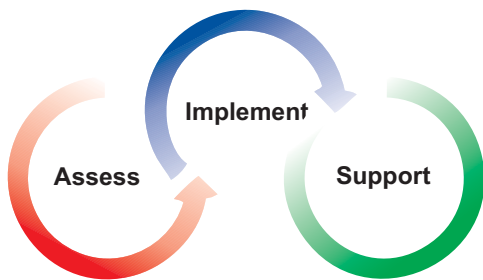
## Customer Services

Support from our Professional Team



You can rely on our technicians, service engineers, and project managers for expert assessment, implementation, maintenance and support during every phase of your critical infrastructure design and operation.

Whether you are looking at a basic standalone UPS or a total site support UPS solution we can assist from start to finish.



### Assess

- Environment
- Load Calculation
- System Recommendation

### Implement

- Project Management
- Design
- Build
- Installation & Commissioning

### Support

- Onsite Staff Training for Unit Operation
- Onsite Maintenance Programs
- 24/7 Emergency Support
- Technical Support Services

Upsonic Power is a wholly Australian owned Company dedicated to providing a solution to guarantee clean reliable power for Domestic, Commercial and Industrial purposes.



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## Upsonic Power Customer Services

Ensuring everything goes smoothly

Upsonic Power has developed a program of installation services that help mitigate potential risks right from the start.

### Commissioning by Upsonic Power Technicians

Configuration and optimisation of your UPS system by an Upsonic Power service technician including verification of the electrical contractor's work, system calibration, pre-power check & power up.

### Installation Support

On-site technical assistance, guidance and detailed instructions from an Upsonic Power service technician ensures proper installation and certifies that the unit will be ready to support your critical equipment

### Commissioning Support

Confirmation that all systems & components of the UPS system are designed, installed, tested and operated according to your operational requirements.



## Maintenance Services

Keeps your investment running

Scheduled Maintenance Benefits	
Prevents potential problems and costly downtime	Yes
Maintains peak system performance	Yes
Extends the life of your UPS system	Yes
Maintains your UPS in top condition	Yes
Detects potential faults before a failure can occur	Yes

Upsonic Power offers a comprehensive maintenance program that helps to ensure that your UPS equipment works continuously, without any issues, throughout its lifecycle.

### Preventative Maintenance

Scheduled maintenance visits to avoid costly downtime due to equipment failure, system calibration and event log download to access event history plus full battery function testing conducted during major service

### Detailed Reporting

Provision of a detailed report outlining Service Technician findings, recommendations and future requirements to keep your UPS in top working condition

### Electrical Services

Onsite Electrical Services to balance loads and check electrical terminations and to give you the confidence that your critical requirements are protected

### Service Facility

Upsonic Power have a fully equipped service facility to test, programme, design or repair your UPS systems, this facility is staffed by qualified electrical technicians that test and repair UPS systems from all major manufacturers

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**Warranty and Service Plans**

So you can sleep better at night

**Warranty**

Upsonic Power’s limited warranty programs guarantees no-cost repair labor and parts for 12 months after system installation. Additional extended warranty options are available as well including our Advantage and Advantage Plus Warranty Programs

**Warranty Programs**

Upsonic Power offers flexible plans designed to keep your UPS operating throughout its entire lifecycle. Select the program that best meet your needs and be assured that everything will be taken care of by a certified Upsonic Power technical support engineer.

Service plans provide a number of benefits beyond quality technical support, including:

- Predictable costs
- Flexible service options
- Priority scheduling and response

<b>Onsite Maintenance Plans</b>		
Features	Advantage	Advantage Plus
Preventative Maintenance	Yes	Yes
Repair Labor	Yes	Yes
Full Battery Tests	No	Yes
System Mains Failure	Yes	Yes
Full Function Test	Yes	Yes
Communications Tests	No	Yes
Emergency Response	Next Day	Priority
Component Replacement	No	Yes
Phone Support	No	Yes

**Training Services**

Qualified Instruction on your UPS System



Upsonic Power offers tailored training courses on our UPS products. Held either onsite or at our facility in Melbourne, Victoria, the training covers the basic design of the UPS, and provides attendees with the requisite and know how to perform routine operations as well as recognise abnormal conditions on the system.

Whatever the application, be it a large computer room or a standalone PC at home, or perhaps even an industrial site with PLC equipment and electronic motors, from our Domestic range UPS systems to industrial systems. Upsonic Power has the perfect UPS solution to meet all of your requirements

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# WHEN IT COMES TO POWER IT'S NOT ALWAYS SMOOTH SAILING

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Home / SOHO



Security



Medical



Education



POS and Mission Critical



IP33 Series Tower UPS



Cloud Based UPS



Orion 750



Domestic SME

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and ensure smooth sailing  
whatever your application

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