

UNINTERRUPTIBLE SUPPORT: CONTRACT SERVICES 7 X 24 CRITICAL EQUIPMENT

Technical Support	Platinum	Gold	Silver	Bronze
Access to a technician 24 hours a day	*	*	*	*
Response time to site: 4 HRS	*	*	*	*
5YR Budget Plan	*	*	Option	Option

Electronic/Electromechanical/Electric UPS, Batteries, Switches, PDU's, Drives	Platinum	Gold	Silver	Bronze
7X24 Emergency Service: Parts and Labour	*	*	Option	Option
Fans and capacitors replacements	*	*	Option	Option
Battery replacement (up to 10% of the total)	*	*	Option	Option
Minor preventive inspection(s): Day/Week	Quarterly	Semi-Annual	Semi-Annual	Option
Major preventive maintenance: Outside hours	Annual	Annual	Annual	Annual

Generators	Platinum	Gold	Silver	Bronze
7X24 Emergency Service: Labour	*	*	Option	Option
Oil and Filter replacements	*	*	*	*
Oil and refrigerant analysis	*	*	*	Option
Minor preventive inspection(s): Day/Week	Quarterly	Semi-Annual	Semi-Annual	Option
Major preventive maintenance: Day/Week	Annual	Annual	Annual	Annual

Thermal Systems CRAC and Condensor units	Platinum	Gold	Silver	Bronze
7X24 Emergency Service: Labour	*	*	Option	Option
Filter and belts replacement	*	*	*	Option
Humidifier replacement	*	*	Option	Option
Nitro - Powerwash condensor cleaning	*	N-A	Option	N-A
Minor preventive inspection(s): Day/Week	Quarterly	Quarterly	Semi-Annual	Semi-Annual

Other Equipment & Critical Services	Platinum	Gold	Silver	Bronze
Thermal Infra-red analysis	*	*	Option	Option
10YR Budget Plan	*	*	Option	Option
Loadbank testing	*	Discounted	Option	Option
On site spare parts	*	Discounted	Option	Option
Waveform/Transient monitoring analysis	*	Discounted	Option	Option

Legend: * indicated an item that is included

