

For the availability of your energy needs

- Given the impact a continuous supply has on the availability of your electrical power, the quality of the service is just as important as the quality of the product.

The expertise of a single design, construction and maintenance supplier

- Since 1968, SOCOMEC has been developing products and services which are geared towards the quality and continuity of your high quality energy.
- Our teams provide you with not only an understanding of your needs, but also their expertise in the areas of electronic components, DC circuits, operating logic and industrial IT.

Specialists at your service

- The *CIM* (Commissioning Inspection and Maintenance) has a strategic presence worldwide. It engages more than 250 SOCOMEC UPS specialists, maintenance engineers and technicians.

They are available to you for:

- preventive maintenance,
- remedial maintenance,
- 24 hour availability,
- consultancy, design and implementation of installation modifications and updates.



APPLI 143 A

Your peace of mind assured

- > Service industries
- > Industry
- > Telecommunications
- > Medical
- > etc.



The guarantee of the best service

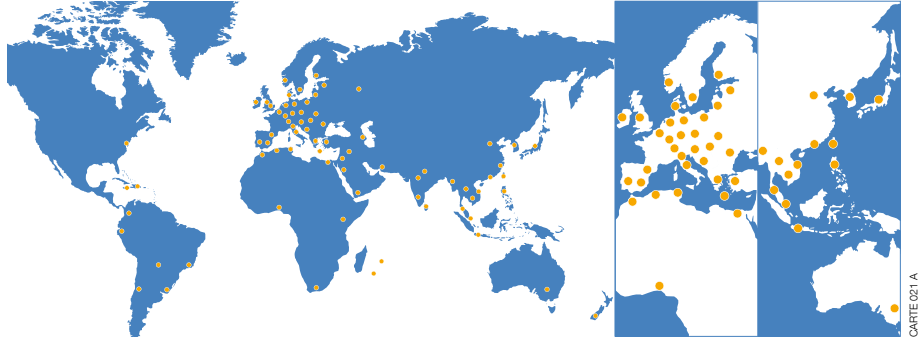
Understanding the need to maintain the availability of a high quality energy, we place all the skills of our wide range of specialists at your disposal. Your entire equipment base is managed by the support service information system dedicated to monitoring it.

Availability of parts

The various original parts and components that we stock guarantee that any faulty equipment can be rapidly brought back on-line, whilst maintaining its original performance and reliability.

Proximity

Our European and worldwide presence, ensures that you will always have specialists close to your site, for a fast and efficient response.



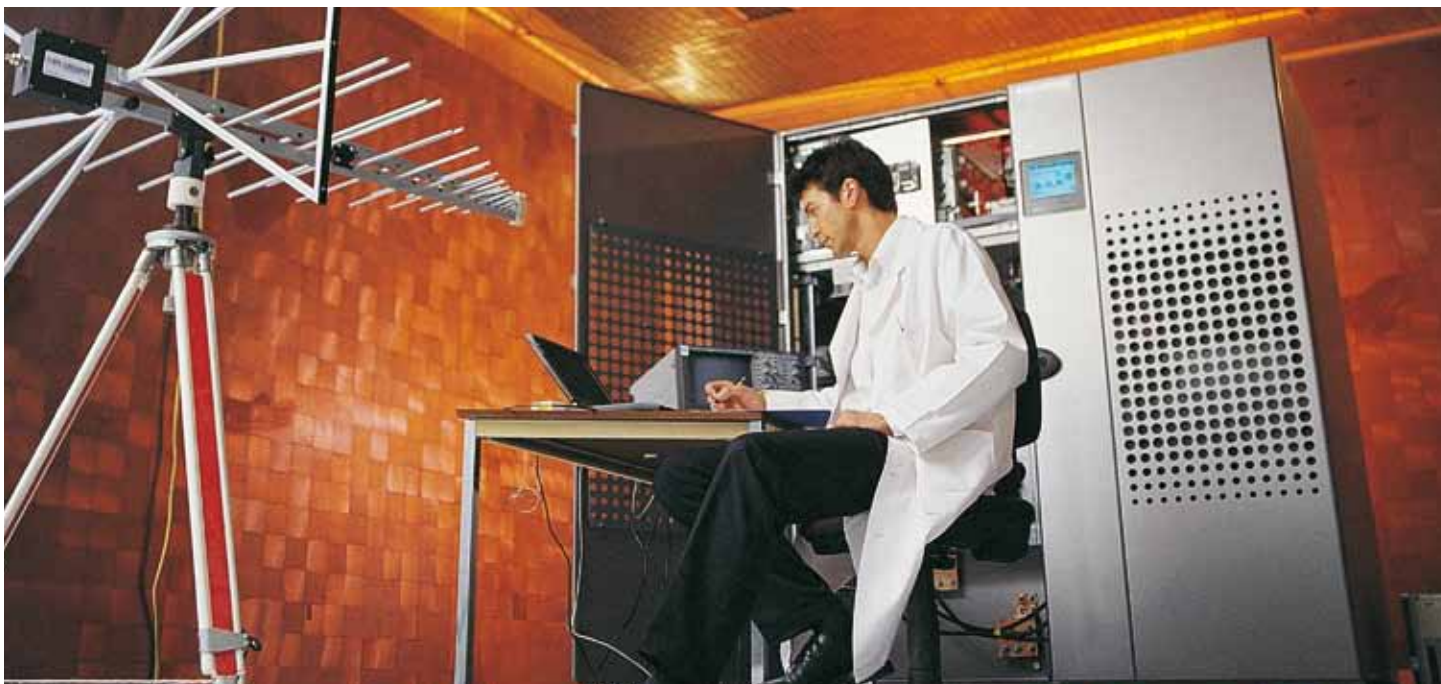
Guaranteed response time

The support service available to you: proximity, specialist personnel, stock of spare parts, mean that we can contractually guarantee a response time, even 24 hour availability, compatible with your operating constraints.

Respect for your environment

As a manufacturer, we are highly regarded for our work to protect the environment and, as such, we are actively participating in the development of legislation and standards.

This guarantees that we will always respond to the demands of legislation concerning the disposal of used components and respect recycling procedures.



APRIL 112 B

CIM maintenance contracts⁽¹⁾

Preventative maintenance

As with all equipment, the security appliances which power your critical systems need to be regularly maintained so that they can function as efficiently as possible.

Preventative maintenance allows you to prevent any malfunctions and extend your equipment life. Consequently, you will also see an improvement in the MTBF (mean time between failures) of your installation.

Periodic visits

Depending on the contract chosen, you will receive periodic visits for:

- mechanical inspection,
- electrical inspection,
- dust removal,
- battery inspection,
- software updating,
- electronics testing,
- environmental checks.

A report will be given to you after each repair.

Corrective maintenance

As an installation gets older, it is more likely to malfunction and require specialist repairs.

Your maintenance contract allows you to benefit from:

- fast, priority repairs,
- a choice of response lead time according to your operational needs: 6-hour or next working day,
- assistance 24 hours a day, 365 days a year (dependant on contract),
- guaranteed response times everywhere in UK.

A PMV (Preventative Maintenance Visit) report will be given to you after each repair.

Servicing on request

We offer you various services, in addition to contractual benefits, to meet your developing needs throughout the life-cycle of your installations:

- replacement of consumable parts (battery, fan, capacitor),
- moving your equipment,
- industrial emission control,
- UPS leasing,

- implementing ready-to-run installations,
- expert advice and recommendations for your high-quality installation,
- measurements and tests with or without charging bench,
- thermographic inspection of your high-quality distribution system,
- harmonics audit,
- additional training sessions for installation operators.

Managing your operating costs

Our different contract packages enable you to pick and choose services to suit your needs (parts, labour, response times), giving you total control of your operating costs with no surprises on your invoice.

Service Hot-line

The **CIM** hot-line offers priority access to customers with a maintenance contract.

It provides technical support to protect your high-quality power supply equipment.

A specialist team of electricians, electrical engineers and IT engineers is on hand to respond to all your operational queries.

Adapted solutions

We tailor our services around your operating constraints. This means that for each of your contracts, we provide you with adapted solutions to match your expectations.

Our Silver, Gold and Platinum solutions meet your needs by protecting and securing the electrical supply to your sensitive applications (office, automation, servers, data-processing centres, NICT, security...)

CONTRACTS ⁽¹⁾	SILVER	GOLD	PLATINUM	PLATINUM PLUS
MPS - preventative maintenance visit (standard*)	included	included	included	included
Battery check	included	included	included	included
Hardware & Software update	included	included	included	included
Labour and mileage (corrective maintenance)	–	included	included	included
Spare Parts	–	–	included	included
Hot-line availability	working hours	working hours	working hours	24h / 365d
RTS - Response time to site**	next working day	next working day	next working day	6h**
Additional MPS	optional	optional	optional	optional
MPW - preventative maintenance within weekend working hours	optional	optional	optional	optional
MPN - preventative maintenance out of normal weekday working hours	optional	optional	optional	optional
Availability: Standard week / RTS: 6h	optional	optional	optional	–
Availability: 24h/365d / RTS:12h	optional	optional	optional	–
Availability: 24h/365d / RTS: 6h	optional	optional	optional	included
T.SERVICE	optional	optional	optional	optional

* during normal working hours.

** to verify the service nationwide coverage.

(1) Please check the availability for your area.

T.SERVICE

What is T.SERVICE?

T.SERVICE⁽¹⁾ is a remote telephone or web based surveillance method that ensures a real time diagnosis 24/7/365. The UPS automatically sends regular reports against fault detection to the Service Centre.

Depending on the monitored parameters the notification can be due to:

- wrong usage – the customer is contacted by a skilled technician and requested to carry out simple actions to prevent worsening,
- existing fault – the customer is informed of the device's state and technicians are promptly sent to visit the site.

T.SERVICE advantages ?

- 24/7/365 monitoring.
- Prevention and early fault detection.
- Reduced human dependence with consequent risk and cost reduction.
- Regular status reports.
- Automatic repairing service activation.
- Remote assistance of skilled technicians.
- In-depth knowledge of the plant.

Who needs T.SERVICE?

For Mission Critical applications that need high availability solutions. Such aims cannot be achieved only with good design and product quality. A fast and reliable maintenance service is the best solution to maintaining high system availability for the entire life cycle. The surveillance automation ensures 24/7/365 continuous monitoring, preventing human errors or omissions and prevents faults from the outset of symptoms.

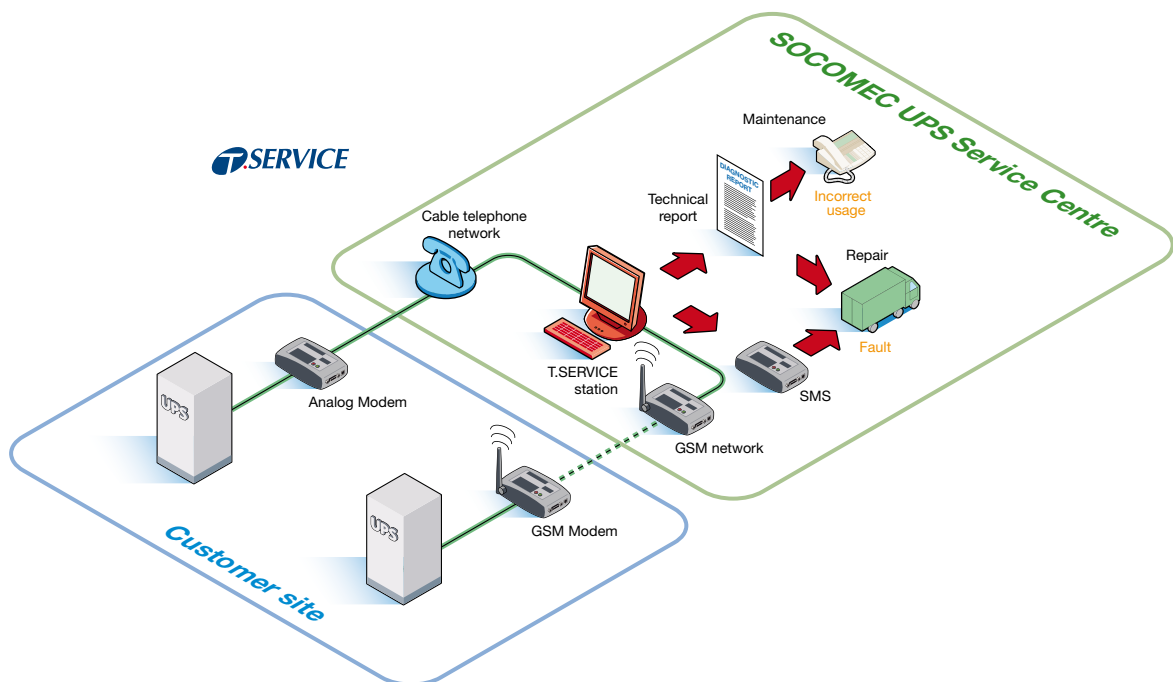
Customers with applications with lower availability requirements also need remote surveillance as the customer's personnel are not always on hand to react to operating anomalies.

T.SERVICE can also monitor the energy supply to critical electrical installations thanks to the reports that are sent periodically and can therefore update the installations event history for a more detailed expert analysis at a later date. Such reports help build a more informed picture of energy usage that could be used for future updates/ designs or power quality enhancement consultations.

T.SERVICE in conjunction with Socomec UPS maintenance services provides effective protection for your installation and assures the continuing high availability of the UPS, with a much-reduced technical intervention time.

T.SERVICE description

- Connection between the UPS and the Socomec UPS Service Centre is available via:
 - GSM modem or analog installation directly to the customer's phone system,
 - two-way communication: through the **T.SERVICE**, along with the periodic reports or alarms, the UPS can also be checked by our Service Centre at any time.
- Status reports issued by Monitoring Centre (periodical or failure notification):
 - to customer via e-mail.
- 24/7/365 Service:
 - **T.SERVICE** ensures full time surveillance to ensure the customer's peace of mind. Even during nights or weekends the service is ensured by automatic SMS notification from service station to on-duty skilled technicians.



(1) Please check the availability for your area.

CIM rent⁽¹⁾

UPS leasing, your high-quality temporary power solution

When you require high-quality uninterrupted electrical energy over a limited period (weeks or months), leasing is the most economical answer for your short-term needs.

Leasing enables you to draw on the global expertise of SOCOMEC, which not only assures the availability of the UPS system, but also provides an all-in-one service to guarantee you a clean and uninterrupted energy supply.

The user chooses the required power rating and back-up time, as well as the lease term, which can be extended according to need.

No need to waste further time and resources managing your UPS system, the **CIM** (Consulting, Inspection and Maintenance) service will take care of everything, from operation and maintenance to removal at the end of the contract.

Applications

- Computing.
- Event-based technical platforms.
- Sound and lighting consoles.
- Industrial processes.

Events

- Temporary works phase.
- Unforeseen disaster.
- Displays and shows.
- When investment isn't possible.

Expression of need

To set up the lease, simply specify:

- the required power rating (several kVA to several hundred kVA),
- the redundancy level (single/parallel),
- the required back-up time,
- the lease term,
- the site/address of the installation,
- any additional options,
- associated services.

Standard services included in the lease

- Consulting on environmental aspects: ventilation, positioning, electrical distribution and protection ratings.
- Transport.
- Commissioning.
- Telephone hot-line (freephone).
- Next-day repair service.
- UPS decommissioning and removal.

Additional services

- On-site maintenance.
- Installation and cabling.
- maintenance response within 6-hour or next working day.
- 24-hour on-call maintenance.
- Training for operation personnel.



APPL105L_A

Benefits

- Reduced investment: solution supplied with a reduced operating budget, without the obligation to purchase.
- Quick: rapid delivery and commissioning.
- Simple: leasing, transport, commissioning and return of hardware included.
- Responsive: priority response from the SOCOMEC After-Sales Service in the event of breakdowns.
- Compliance with standards: guaranteed by SOCOMEC.
- Tax relief: rental fees can be posted in an operating budget.

Our specific leasing packages

Long-term leasing

For lease periods of several weeks to several months, hardware can be delivered ready-to-run.

SOCOMEC is able to provide consulting on environmental aspects (ventilation and room layout, cable sizing and protective devices...). SOCOMEC can install the UPS in your dedicated equipment room prior to commissioning it. This latter process, which is performed in compliance with applicable safety standards and regulations, ensures the efficient operation of the system.

The installed system solution gives you the opportunity of selecting the:

- power rating,
- back-up time,
- optional extras,
- associated services.

Contract flexibility

The contract may be modified:

- there is no maximum rental period,
- the lease term can be increased while the contract is ongoing.



APPL205L_A

(1) Please check the availability for your area.

CIM thermo⁽¹⁾

Thermal technology for precision monitoring of your electrical installation

The **CIM thermo** service involves checking the components of your electrical installation using special equipment (thermal imaging cameras). In this way it is possible to perform a preventive diagnosis of breakdown risks by analysing the temperature (thermographic control) of components including:

- transformers,
- electrical switchboards,
- power factor correction systems,
- distribution cables,
- joints,
- connections,
- terminals,
- clamps,
- protection devices, isolators, fuses, circuit breakers,
- UPS and converters,
- batteries,
- loads (motors and actuators, lighting).



APPLI 183 A

Transformer inspection



DEFSY 114 A

UPS inspection



APPLI 185 A

Switchboard inspection

A preventive diagnosis service from a specialist manufacturer

A comprehensive thermographic diagnostic service for uninterruptible power supply systems (distribution and components) Maximising the overall effectiveness of an installation means above all optimising its availability by increasing its reliability (MTBF, mean time between failures) and reducing

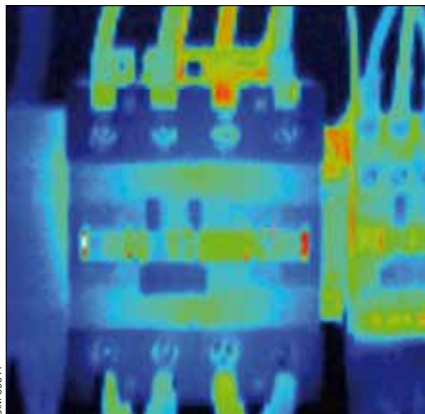
repair times (MTTR, mean time to repair). Using thermography it is possible to check active installations and rapidly identify critical situations affecting energy distribution and electrical components (loose or corroded connections, load imbalance, overloads, presence of harmonic currents).

Expert servicing by certified specialists

SOCOMECS UPS technicians are specially trained and certified, and operate in compliance with standards and procedures established by international authorities.



CIM 008 A



CIM 008 A

Infrared thermography

Thermography, also known as thermal imaging, is a technique which involves the detection of infrared radiation produced by warm objects.

Infrared cameras are used to detect and photograph this radiation, thus enabling an object's temperature to be analysed in a non-invasive way and with a high level of precision (to 1 / 10th of a degree).

(1) Please check the availability for your area.

CIM thermo⁽¹⁾

Infrared thermographic camera

The particular model of camera used by our technicians to inspect components can store images and sequences for comparison during future checks.

The camera identifies critical components that require immediate maintenance or simple verification.



APPL1197 A

Application software for thermographic analyser

Thermal images are displayed using thermographic software.

By comparing the various images, customised reports can be created for further analysis.

Temperature gradients, displayed in the form of graphical images and tables, facilitate future checks and the generation of reports identifying each critical component.

Key benefits that make the difference

The **CIM thermo** thermography service offers the following advantages:

- **Prevention**
 - Prevention of breakdowns in the uninterruptible power supply system.
 - Highly effective diagnostics due to the control of cable connections and clamps, an operation which is impossible using conventional visual checks.
 - Maximum diagnostic reliability due to total system control, from the master distribution panel to the smallest functional details
 - Improved safety of personnel, users and customers
- **Cost reduction**
 - Reduction of costs incurred due to breakdowns and power loss, which are prevented by ensuring the efficiency and effectiveness of installations.
 - Reduction of costs incurred due to installation downtime.
- **Uninterrupted power**
 - Conveniently scheduled stop times and targeted maintenance interventions.
 - Uninterrupted power with checks carried out while the installation is in operation, without cutting off power.

SOCOMECS UPS proposes a comprehensive, end-to-end diagnostic service:

- **Audit:** visual check of the environment, installations and equipment.
- **Fault finding:** readings taken from the equipment using thermographic cameras to search for and quantify breakdowns.
- **Solutions:** identification of defective components and improvement solutions.
- **Repairs:** implementation of proposed solutions.
- **Mesurement of results:** effectiveness of applied solutions checked by comparing them with measurements taken before maintenance using a software application.
- **Report:** definitive technical record displaying the list of identified critical points, the state of the installation and the recommended monitoring frequency.

Contract options

SOCOMECS UPS proposes a variety of contract plans to suit your needs:

- a general plan for the detection of faults and critical points,
- a monitoring plan for checking the effectiveness of maintenance interventions,
- periodic plans for the monitoring of critical areas.



COJLV 142 A

(1) Please check the availability for your area.