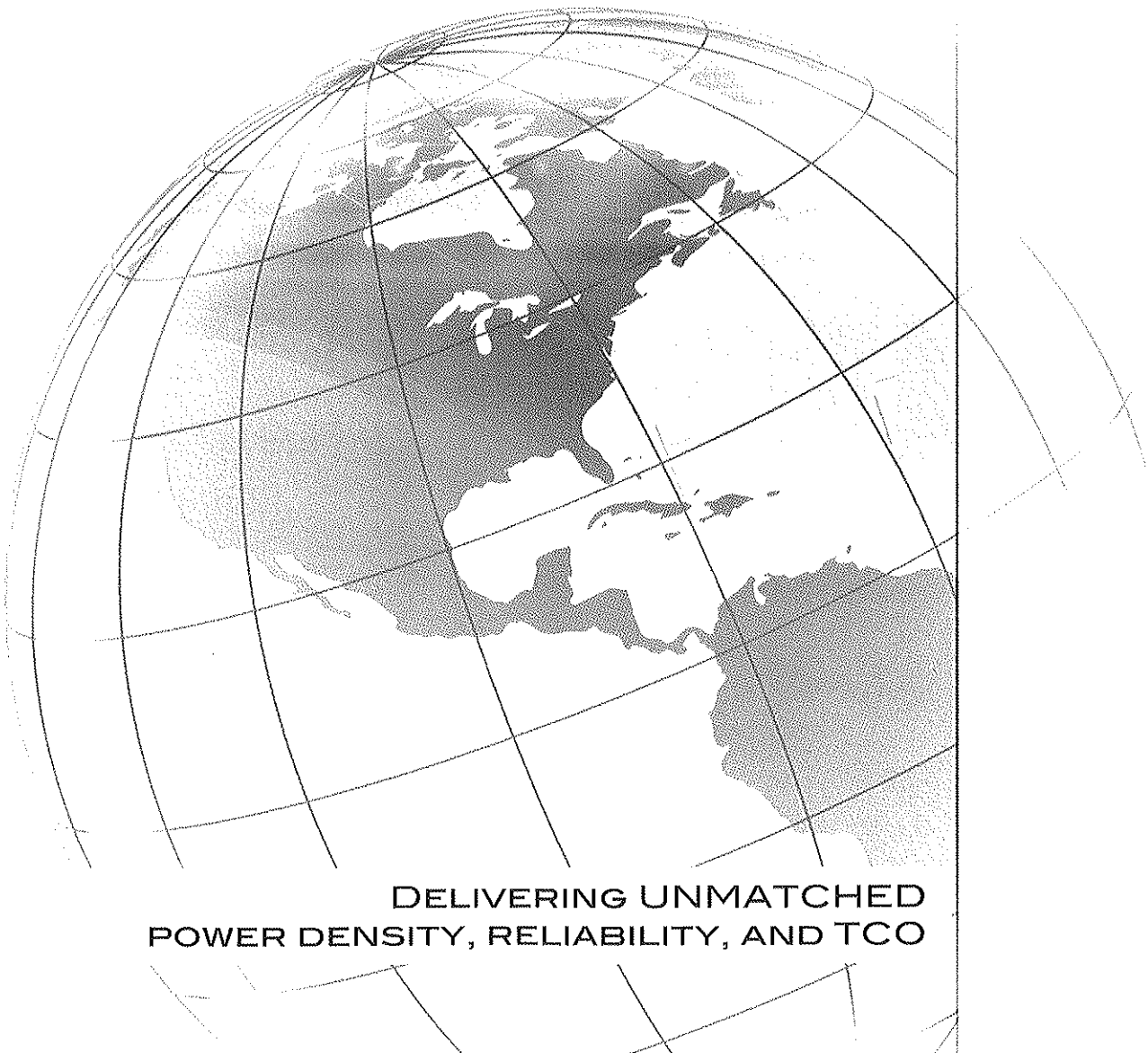
DRIVEN BY MOTION

ACTIVE POWER®

SERVICES



DELIVERING UNMATCHED
POWER DENSITY, RELIABILITY, AND TCO

Active Power Service

When downtime isn't an option

Regular maintenance and service prevents potential small problems from becoming issues that cause costly downtime. Active Power has designed its preventative maintenance services and support programs to ensure your critical power infrastructure operates with the utmost reliability. Active Power technicians are available 24x7 to answer questions, provide advice, and react to, diagnose, and resolve warnings and alarms on your system.

From installation to start-up to training, Active Power has got you covered.



Global reach



Factory-trained service engineers



24x7x365 support

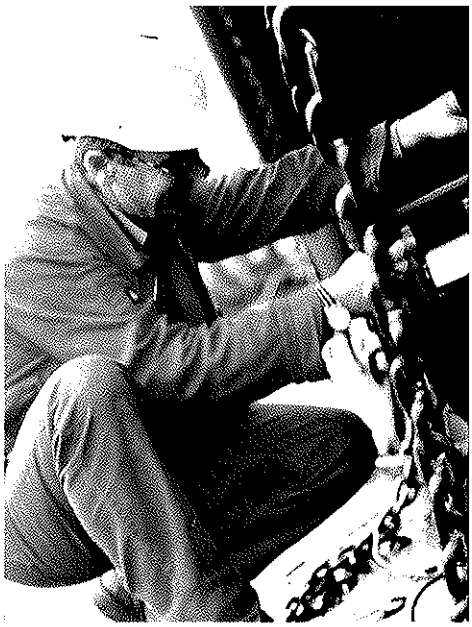


160+ million run hours



4,000+ flywheels in service

Installation Services





Ensuring everything goes smoothly

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

Start-up

Configuration and optimization of your UPS system by an Active Power service engineer.

- Inspection of the UPS for damage
- Confirmation that all required hardware is present
- Verification of electrical contractor's work
- Performance of pre-power checks & power-up and calibration of the system
- Configuration of the UPS to the customer's requirements & verification of proper operation

Installation Support

On-site technical assistance, guidance and detailed instructions from an Active Power service engineer.

- Guidance with regard to proper installation procedures
- Confirmation that the UPS is laid out properly
- Validation that cabling and interconnections are appropriately run
- Certification that unit will be ready for start-up according to schedule

Commissioning Support

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

- Review & completion of the installation checklist
- Completion of all applicable portions of the commissioning script for end user/contractor approval

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MAINTENANCE SERVICES

KEEP YOUR INVESTMENT RUNNING

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

PREVENTATIVE MAINTENANCE

Preservation and restoration of system reliability before it has an opportunity to fail.

- Internal & external operating parameters analysis
- Documentation of equipment deterioration for possible future replacement
- Review of environmental controls and monitoring systems
- Replacement of oil required for proper operation of flywheel vacuum pump

BEARING CHANGE

Replacement of the bearings to ensure continued reliability of the flywheel.

- Visual inspection of the UPS
- System shutdown (placing the system in maintenance bypass)
- Lower & upper bearing removal and replacement
- System power-up and calibration

DC CAPACITOR REPLACEMENT

Replacement of the capacitors to maximize UPS uptime.

- Visual inspection of the UPS
- System shutdown (placing the system in maintenance bypass)
- Replacement of DC caps
- System power-up and calibration

Benefits of Regular Service	
Prevents potential problems, reducing or even eliminating costly downtime	✓
Ensures peak system performance	✓
Protects your investment and prolongs the life of your system	✓
Restores the system to factory "like new" conditions	✓



PROFESSIONAL SERVICES

Rely on our trained professionals for expert assessment, implementation, maintenance and support during every phase of your critical infrastructure system deployment and operation. Whether you are looking at a stand-alone UPS system or a complete turnkey infrastructure solution, we can assist from start to finish.

ASSESS

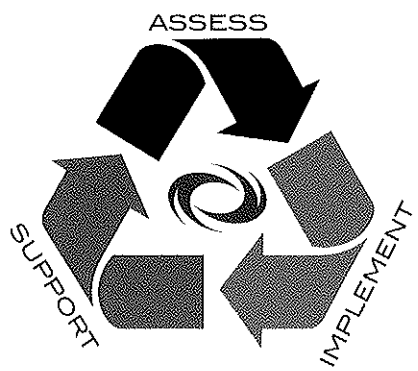
- Site Survey
- Site Validation
- System Design

IMPLEMENT

- Start-Up & Commissioning
- Project Management
- Turnkey Installation

SUPPORT

- PowerService Maintenance Programs
- On-Site Training for Unit Operation
- Remote Monitoring Service
- Technical Support Services



Warranty and Service Plans

Warranty

Active Power's limited warranty guarantees no-cost repair labor and parts for 12 months after system installation. Additional extended warranty options are available.

PowerService Maintenance

Active Power offers flexible service plans designed to meet individual customer needs over the life of the system. Select the program tailored to best meet your needs and be assured that everything will be taken care of by a qualified, certified Active Power technical support engineer.

In addition, PowerService plans provide a number of benefits beyond quality technical support, including:

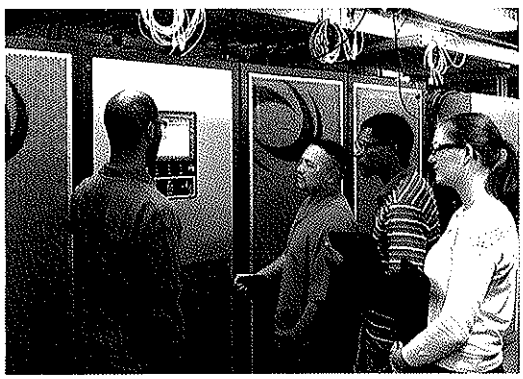
- Lower, predictable costs
- Flexible payment options
- Priority scheduling and response

PowerService Maintenance Plans

Features	*PowerService*	*PowerService Advantage*
Repair Parts	✓	✓
Repair Labor	✓	✓
Preventative Maintenance	✓	✓
Bearing Change	✓	✓
DC Cap Replacement	✓	✓
On-Site Parts Kit		✓
Remote Monitoring		✓
On-Site Response	Next Business Day	Priority

Training Services

Active Power offers customizable training courses on our UPS products. Held at Active Power's headquarters in Austin, Texas, the one-day course covers the basic design of the Active Power UPS, and provides attendees with the requisite knowhow to perform routine operations on the UPS and to recognize abnormal conditions on the system.



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intelligently EFFICIENT

inherently RELIABLE

economically GREEN

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