



## **CUSTOMER PROTECTION PLAN**

The UPS One Year Customer Protection Plan is designed to make the turn on, maintenance and operation of a UPS system worry free. If the customer purchases a Protection Plan, Databus Limited will be responsible for performing turn on, maintenance and field repair service.

The UPS Customer Protection Plan consists of the following services:

### **TURN ON SERVICE**

The turn on of a UPS in accordance with the procedure contained in the owner's manual. This includes a check of wiring, hookup of interconnecting battery cables, specific gravity or voltage readings, inverter test, line conditioner test, full operation test with customer's loads and preparation of warranty registration documents. Note: The customer is responsible for site preparation, physical installation of UPS and batteries if not supplied as integral, installation of bypass switch, AC wiring and DC wiring between UPS cabinet and the battery bank. This should be performed by an Electrician in accordance with the owner's manual and local building codes. (This service can be arranged through Databus).

### **SCHEDULED MAINTENANCE**

Databus Ltd will perform scheduled maintenance on UPS twice a year, in accordance with Databus's scheduled maintenance procedure. This includes visual inspection, recording of voltages, charger adjustment, live test of UPS, battery maintenance and filling out the maintenance check list, and any additional callouts on UPS related problems.

### **REPAIRS**

The standard UPS warranty is for 1 year and covers parts (excluding batteries, capacitors & fans) and labour.

### **LIMITATIONS**

Non-covered repairs will be invoiced to the customer at Databus's standard rates. A non-covered repair is a repair or a replacement because of damage or unreasonable use, (damage from accident, fire or other casualty, misuse, negligence, incorrect wiring, high temperature, dirty or dusty environments or an abortive call-out) and any use or installation not authorised or supplied by Databus Ltd. Remedies under this plan are limited to the provision of services and products specified above and any claims or loss arising out of the failure of products to perform for any period of time or special, indirect or consequential damages or other economic loss are expressly excluded. Databus reserves the right to refund unexpired protection payments at their discretion.

### **CONTACT DATABUS ON: 25 35 68 33**

Databus Ltd is responsible for dispatching the service representative to the UPS site.

### **FAST RESPONSE TIME**

Databus Ltd will make reasonable efforts to have field service Engineer on site within 24 working hours or less, of system failure.



## MAINTENANCE AGREEMENT

- The UPS will be remotely monitored for proper operation (when applicable).
- A twice a year site visit is recommended for site inspection, cleaning of units and battery overseeing.
- The client will hold a list of spare parts where applicable.
- Our company's services for:
  - a) remotely monitoring units (when applicable).
  - b) the twice yearly site visit for visual checks and battery cleaning.
- If our services are further needed then our technical hourly rate will be charged.
- An annual rate increase will be discussed between the 2 parties involved when necessary.
- Faulty parts and turnaround time:
  - 1) No local repairs will be allowed on Electronic PCBs
  - 2) A spares exchange scheme will be offered, with a percentage credit return according to the size of the board damage, if it is possible to be repaired at the factory's facilities.
  - 3) Delivery time of spares will be 3-4 days from order date.