



Legendary Reliability™

APC Global Services

Preventative Maintenance Visit**DC Network Solutions****- Maximize system uptime through preventative maintenance**

The Preventative Maintenance Visit includes a visual, mechanical and electronic inspection of the DCN power system to ensure that the system is performing to all defined technical and environmental manufacturer specifications. Each Preventive Maintenance Visit will include:

- Verification that the DCN power system environment is within specified conditions
- A check of the DCN power system event log for any alarm activity and record log details if necessary
- Verify the proper operation of fans where appropriate
- Conduct a thorough visual inspection
- Conduct an infrared thermal scan of the system
- Calibration of panel meters
- Adjustment of voltages where required
- Ensure correct load sharing of rectifier / chargers
- Clean equipment
- Check all electrical connections including bonding and grounding conductors
- Test any local and / or remote alarming
- Record all relevant voltage and current values and any anomalies found

The Preventative Maintenance Visit from APC is available in two configurations:

- Performed on a 5 x 8 basis, during normal business hours.
- Performed on a 7 x 24 basis. This service allows the customer to schedule the visit outside normal business hours, including nights, weekends and holidays

Benefits to Customer:

- Maximize uptime through Preventative Maintenance
- Improved network reliability
- Assurance that the DCN power system will be performing according to manufacturer specifications
- Security against unplanned outage of critical systems
- Optimize lifetime of DCN power system
- Commonality of methodology in procedures and reporting across the network
- Customer resources free to concentrate on core business focus
- Full status of all on-site activities delivered to customer

Important points:

- Does not include parts
- Includes labor and travel expenses
- Separate Preventative Maintenance contracts must be purchased for external batteries
- Allow for a two week lead time in Preventative Maintenance Visit scheduling
- This service can be ordered as a stand-alone visit or in conjunction with any APC DCN On-Site service contract. Additional visits can be purchased for the same system, if more than one Preventative Maintenance Visit is required per year
- Any anomalies noted as the result of Preventive Maintenance Visit will be immediately investigated and the resolution or recommendation documented and submitted to the customer. Those items that require repair action will include a "statement of work" to assist the customer in obtaining price quotations for the necessary repair, in case the DC power system is not covered by an APC On-Site service contract and / or Extended Warranty